

# Oregon Housing and Community Services

## Housing Stabilization Program Operations Manual

Prepared by: Oregon Housing and Community Services Department  
in cooperation with  
Oregon Department of Human Services  
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725 Summer St NE, Salem, OR 97301  
(503) 986-2000, FAX (503) 986-2020, TTY (503) 986-2100  
[www.ohcs.oregon.gov](http://www.ohcs.oregon.gov)



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## 1. Program Summary

The Housing Stabilization Program (HSP) provides temporary financial assistance and support services to stabilize housing for low income eligible families who are homeless or unstably housed and at risk of losing their housing. HSP funds are available for four program components: housing related costs, auxiliary services, case management and data collection.

TANF federal funds for the program are provided through an interagency agreement with the Department of Human Services. As pursuant to 45 CFR 260.31, the program's design is to act as Non-recurrent, Short-term Benefits for eligible needy families that:

- Deal with a specific crisis situation or episode of need; AND
- Are not intended to meet recurrent or ongoing needs; AND
- Will not extend beyond four months.

HSP requires subgrantees to identify and match TANF Maintenance of Effort (MOE) funds equal to the amount of HSP funds they receive. TANF MOE funds must not originate with the federal government and are not expended as a condition of receiving federal funds under another program. See detailed information regarding MOE in this manual.

Appendices are included in this manual for common definitions, acronyms as well as rules and regulations associated with the program.

## 2. Client Eligibility

### (A) *Household Composition*

- (1) The Eligibility Group **must** include the following people:
  - A Dependent Child, **AND**
  - Parent or Caretaker Relative living with Dependent Child, **AND**
  - Siblings of the Dependent Child living with Dependent Child, if applicable
- (2) Dependent Child: In order to receive HSP, at least one dependent child from the Eligibility Group **must** meet citizenship (or qualified non-citizenship status) and have a Social Security Number or have applied for one. If the dependent child is an unborn child and the mother is ineligible due to citizenship, the HH is not eligible until the child is born; however, to receive benefits, the entire Eligibility Group must still meet all other financial and non-financial eligibility factors **OR** be TANF (EBT cash benefits) eligible.
- (3) Categorical Eligibility: If someone in the Eligibility Group is TANF (EBT cash benefits) eligible (determined by local DHS), then the Eligibility Group is **categorically eligible** to receive HSP, without meeting any other financial or non-financial eligibility criteria.

## **(B) Pregnancy**

A parent/caretaker relative whose only child is an unborn may be eligible when the mother's pregnancy has reached the calendar month before the month in which the due date falls. (For example, if the due date is June 20, the mother of an unborn may be eligible for HSP as early as May 1). Consider the clients' written statement that a medical practitioner, health department, clinic crisis pregnancy center or like facility verified the pregnancy as adequate for verification. Waive this requirement in situations of domestic violence, if needed. A DV client could be at any stage of pregnancy to qualify.

## **(C) Housing Status**

The Eligibility Group **must** meet one of the following categorical definitions of homeless or at risk of becoming homeless.

**Category 1: Literally Homeless**—household who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Living in a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport or camping ground;
- Living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, or hotels and motels paid for by charitable organizations or by federal, state or local government programs); **OR**
- Exiting an institution where he or she 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.

**Category 2: Imminent Risk of Homelessness**—household who will imminently lose their primary nighttime residence provided that:

- The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- No subsequent residence has been identified; **AND**
- Household lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing.

**Category 3: Homeless Under Other Federal Statutes**—unaccompanied youth under 25 years of age, or family who do not otherwise qualify as literally homeless or imminent risk of homelessness, but who:

- Are defined as homeless under other listed federal statutes;
- Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the program assistance application; **AND**
- Have experienced persistent instability as measured by two moves or more during the preceding 60 days; and 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 Domestic Violence**—household who:

- Is fleeing, or is attempting to flee, domestic violence;
- Has no other safe residence; **AND**
- Lacks the resources or support networks to obtain other permanent housing.

**Category 5: Unstably Housed**—household who:

- Is at risk of losing their housing, and does not otherwise qualify as homeless under the above listed (1-4) categories, provided that:
- They have been notified to vacate current residence or otherwise demonstrate high risk of losing current housing; **AND**
- Lack the resources or support networks to obtain other permanent housing.

**(D) Income**

- (1) Income Limits: Count the income of every person in the Eligibility Group, except SSI recipients, to determine financial eligibility for HSP. The countable income limit for HSP is at or below **150%** of the Federal Poverty Level in the month of application. Find Federal Poverty Guidelines at <http://aspe.hhs.gov/poverty/>
- (2) The income limit for households served with MOE is 250% of the Federal Poverty Level.
- (3) TANF Grant as Unearned Income: TANF grants (EBT cash benefits) received in the month of application are unearned income for HSP applicants.
- (4) SSI Benefits as Unearned Income: During the month of application, exclude SSI monthly income when calculating income. However, if the HH income is within the HSP income guidelines, any available income or resources regardless of their source (such as SSI), will be used to meet the need.
- (5) Treatment of Assets: Resources are assets. If you count an asset as income, exclude it as a resource in the budget month; however, if you do not count such a resource as income, then it must be under the Resource Limit. The financial eligibility requirements include meeting resource limits for the program.
- (6) Resource Limit: The resource limit is \$2,500 for all Eligibility Groups.

**(E) Citizenship and Residency**

- (1) Citizen/Qualified Non-Citizen Status: At a minimum, the eligible, dependent child must be a US citizen or Qualified Non-Citizen, except in situations of domestic violence, and documentation attesting to citizenship or qualified non-citizen status must be in the file. [See definitions of Citizen/Qualified Non-Citizen Status in this section for more information]; **AND**
- (2) Social Security Number: At a minimum, the eligible, dependent child must have, or being applying for, a SSN

Members of the Eligibility Group who do not wish to provide their citizenship or immigration status or SSN may elect to be a non-applicant. Exclude non-applicants from the Eligibility Group as an ineligible household member and do not require them to disclose information about their citizenship or immigration status or SSN as a condition of HSP eligibility. His or her failure to disclose this

information will not affect the potential eligibility of other family members; however, consider any income or resources provided by the non-applicant available to the Eligibility Group and include them in the financial eligibility calculation.

Family or household members who are not seeking benefits may designate themselves as non-applicants early in the eligibility process. Applications will not be delayed, discontinued or denied because non-applicant household members do not provide their citizenship, immigration status or SSN.

(3) U.S. Citizen

A U.S. citizen includes the following people:

- (a) A person born in the U.S.;
- (b) A naturalized citizen;
- (c) A person born outside of the U.S., but whose parents (both mother and father) are U.S. citizens;
- (d) A person born outside of the U.S., who is over 18 years of age, but who has at least one parent who is a U.S. citizen. The person must either have a certificate of U.S. citizenship or meet one of the following criteria:
  - (i) Born on or after December 24, 1952, and prior to November 14, 1986, and their citizen parent was physically present in the U.S. or its outlying possessions for 10 years or more, at least five of which were after age 14;
  - (ii) Born on or after November 14, 1986, and their citizen parent was physically present in the U.S. or its outlying possessions five years or more, at least two of which were after age 14.
- (e) A child born outside of the U.S., who is under 18 years of age and has at least one parent who is a U.S. citizen. The child is residing in the U.S. in the legal and physical custody of the citizen parent pursuant to a lawful admission for permanent residence;
- (f) A person lawfully adopted by U.S. citizens;
- (g) A citizen of Puerto Rico, Guam, the Virgin Islands, the Northern Mariana Islands (Saipan, Tinian, Rota and Pagan), American Samoa and the Swains Islands.

(4) Qualified Non-Citizen

Qualified non-citizens are individuals who are admitted to the United States with a lawful immigrant status. The person who is granted that status either enters the United States as a lawful permanent resident or will be eligible to become a lawful permanent resident in the future. A lawful permanent resident is eligible to be naturalized as a U.S. citizen usually after five years of lawful permanent residency in the U.S.

A qualified non-citizen includes the following people:

- (a) A person who is lawfully admitted for permanent residence under the Immigration and Nationality Act (INA);

- (b) A person who is admitted to the United States as a refugee under section 207 of the INA;
- (c) A person admitted to the United States under the Trafficking Victims Protection Act of 2000;
- (d) A person who is granted political asylum under section 208 of the INA;
- (e) A person whose deportation is being withheld under section 243(h) of the INA;
- (f) A person who is paroled into the United States under section 212(d)(5) of the INA;
- (g) A person who is granted conditional entry pursuant to section 203(a)(7) of the INA as in effect prior to April 1, 1980
- (h) Battered immigrant spouse, battered immigrant child, immigrant parent of a battered child or an immigrant child of a battered parent, with a petition under 204(a)(1)(A) or (B) or 244(a)(3) of the INA;
- (i) Cuban/Haitian persons who are either public interest or humanitarian parolees; or
- (j) A person granted immigration status according to the Amerasian Homecoming Act, section 584(a) of the INA.

(5) Non-Qualified, Non-Citizen

Non-qualified non-citizens are:

Individuals who may be admitted lawfully into the United States but do not have immigrant status (i.e., they may stay here for a specific period, but cannot stay in the country for longer than their travel visa allows them). Foreign students, tourists, diplomats, performers, artists, entertainers, certain private company employers, etc., are included in this category.

(6) Additional Qualified Non-Citizens

The following people also meet qualified non-citizen status requirements for HSP:

- (a) American Indians born in Canada; or
- (b) Non-citizens (regardless of INS status) who are currently victims of domestic violence or are at risk of victimization by domestic violence.

(7) Residency

Program applicants must be residents of Oregon and intend to remain in Oregon.

If there any further questions on non-citizens, find the information at the following link of the DHS Family Services Manual:

<https://apps.state.or.us/cf1/EligManual/EMnlFrame.htm?Page+ID=15-toc>

## **(F) *Limited English Proficiency***

The Federal government has issued a series of policy documents, guides and regulations describing how subgrantee and subrecipient should address the needs of citizens who have limited English proficiency (LEP). The abbreviated definition of persons with limited English proficiency is those who: have difficulty reading, writing, speaking, or understanding English, and do not use English as their primary language.

Subgrantees should create a written Language Access Plan (LAP) to provide a framework to ensure all program information is available in languages other than English. Links to more information about Limited English Proficiency requirements are provided in the appendices “Applicable Rules and Regulations”.

Limited English Proficiency:

<http://www.hud.gov/offices/fheo/promotingfh/FederalRegistepublishedguidance.pdf>

or

<http://www.hud.gov/offices/fheo/promotingfh/lep.cfm> -- scroll to bottom of the page.

## **(G) Eligibility Documentation**

(1) Program staff must verify and document that clients served by this program meet HSP/MOE eligibility guidelines. Verification and related documentation must be maintained in clients’ files within the following specific areas:

- Homeless/Housing status
- Citizenship/Qualified Non-Citizen Status
- Social Security Number (SSN) or application for a SSN
- Pregnancy status, if using pregnancy to meet eligibility requirements Consider the client’s written statement that a medical practitioner, health department, clinic crisis pregnancy center or like facility verified the pregnancy as adequate for verification.
- Reasonable return of less than 30 days for a minor child from foster care, where applicable
- Income and/or TANF benefit
- Dependent child eligibility (birth/hospital certificate)
- Residency status
- Caretaker/relative status to Eligible Dependent Child (identity documents)

(2) OHCS requires program staff to comply with the following general documentation standards listed in order of preference:

- **Third-party documentation**, where it is available, is the preferable form of documentation. Third party can include employer, landlord, public benefit worker, agency service provider, etc. Written verification directly to program staff or via the applicant is preferred.
- **Intake Worker Observation** may include oral statements made by a social worker, case manager, or other appropriate official at an institution, shelter, or other facility and documented by the Intake Worker. Where the Intake Worker is not able to obtain a written or oral statement from a social worker, case manager, or other appropriate official at an institution, shelter, or other facility, the Intake Worker must document in the case file his or her due diligence in attempting to obtain a statement from the appropriate official.
- **Participant Self-Certification** requires a written and signed document by the individual or head of household seeking assistance attesting to the facts for which they are certifying.

### **(H) Case Files**

Documentation of client eligibility and services received must be maintained in client case files and include an assessment related to housing barriers and justification of how services provided will address such barriers. Development of a housing stability plan is required for those clients receiving more than one time only services. Case allocation plans are required on all HSP clients. Existing assessments and active case plans with other providers may be used and included in the client file. Subgrantees can request copies of assessment and case plans from DHS for those clients receiving TANF; however, HSP must be incorporated and made part of the housing stability plan.

## **3. Allowable Client Expenditures**

### **(A) General Requirements**

Issue HSP payments to meet HH needs, which other programs or other resources immediately available do not meet and that are necessary to stabilize the client's ability to obtain/retain housing, as documented in the client case plan.

HSP assistance cannot be paid directly to clients, but must be paid to the vendor (e.g., landlord, utility company, etc.).

As pursuant to 45 CFR 260.31, allowable expenses are to be Non-Recurrent, Short-Term Benefits that:

- Deal with a specific crisis situation or episode of need; **AND**
- Are not intended to meet recurrent or ongoing needs; **AND**
- The will not extend beyond four months.

Eligible applicants may receive payment for one or more of the following expenditures/services:

(1) Housing Costs include but are not exclusive to:

- (a) rent
- (b) mortgage
- (c) costs for room and board at a domestic violence shelter, emergency shelter, or “safe home”; (see note following this list)
- (d) taxes, for up to one year, if necessary to avoid foreclosure
- (e) late fees
- (f) move-in fees
- (g) security deposit
- (h) application fee
- (i) utility payments/deposits
- (j) moving costs
- (k) motel voucher until property available
- (l) costs of home repairs necessary to make the applicant’s housing habitable and if less costly than moving to other shelter

(2) Auxiliary Services include but are not exclusive to:

- (a) Employment related

- (i) job readiness classes
    - (ii) fees for identification/birth certificate/transcripts
    - (iii) clothing-related expenses
    - (iv) supplies (i.e. tool belt), and
    - (v) child care
  - (b) Transportation (see note following this list)
    - (i) bus passes
    - (ii) other public transportation costs
    - (iii) fuel
    - (iv) car repairs
    - (v) insurance
    - (vi) licensing fees
  - (c) Self-Sufficiency
    - (i) energy education
    - (ii) budgeting education
    - (iii) tenant readiness
    - (iv) health and safety
    - (v) Other expenses as approved only by OHCS.
- (3) **Case management costs** include but are not exclusive to:
- (a) joint assessment/staffing
  - (b) brokering for other services and supports that will help stabilize the HH's situation
  - (c) services to targeted populations such as teen parents, survivors of domestic violence or mentally disabled
  - (d) education around landlord tenant laws and expectations



**NOTE to Allowable Expenses:**

**Shelter Room and Board:** A prorated cost of room and board (percentage of cost related to a HSP client), may be an allowable expense. While general administrative costs of a shelter are not allowable, costs directly attributable to a HSP client could be, such as lodging, utilities and food. Subgrantees must document how they calculate the expense attributable to a HSP client. HSP clients must continue to meet all HSP eligibility requirements and must be entered into ServicePoint and reported on the quarterly report.



**NOTE to Allowable Expenses:**

**Transportation:** Payments that allow clients to use public transportation are the highest priority; however, provide payments for private transportation if the following are true:

- The client or driver has a valid driver's license and vehicle insurance; AND
- No public transportation is available; OR
- Public transportation is available, but the client has a verifiable medical condition or disability that keeps them from utilizing public transportation and for which no accommodation is available; OR

- Public transportation is available, but it is more costly than the cost of car repair or fuel.

In considering transportation payments, it is vital that CMs evaluate all aspects of the client's transportation need and cost-effectiveness. For example, if childcare costs will be higher because of requiring a client to ride the bus instead of driving their own car or getting a ride with another person, CMs should consider paying for gas vouchers or other payments.

HSP will not authorize car repairs for a vehicle not owned by an individual in the HH.

### **(B) Assistance Payments**

Households may receive up to \$5,000 during a (4) four-month period as long as they comply with their case plan. The four-month period begins on the effective date of the case. If an eligible family household receives less than the maximum, the CM may request additional payments as needed, up to the initial \$5,000, during the four-month period, as long as the household continues to comply with their case plan. Amend the Case Management Action Plan and the Case Management Allocation Plan if changes are made to the original plans.

If any member in the Eligibility Group received HSP benefits in the past 12 months in Oregon, consider the entire Eligibility Group as having received benefits and they do not meet eligibility requirements. (This does not include the four-month period of current benefits). When possible, verify previous payments with ServicePoint or Subgrantee Agency case records.

### **(C) Extensions**

If the Eligibility Group completes their case plan and leaves the HSP, but returns for additional assistance before their four-month limit is up, the CM can re-evaluate the Eligibility Group's needs. The Eligibility Group must continue to meet all program eligibility requirements.

If the CM approves extended assistance, the CM completes a new Client Allocation Plan form identifying it as amended with the current date and updates the Case Management Action Plan. All parties must sign the extended plan.

Extensions beyond a four-month period are not allowed.

## **4. Maintenance of Effort (MOE)**

Allowable MOE expenditures are made on behalf of an eligible needy HH, must comply with HSP allowable client expenditures (except income limit for MOE is 250%) as detailed in this manual.

MOE funds can serve families whose income is at 250% of the Federal Poverty Level (FPL), as long as the allowable MOE requirements are met. MOE requirements are:

- (1) Eligible families with income up to 250% of FPL, must also have a,

- (2) Qualifying child, be a
- (3) Citizen or have Qualified Non-Citizen Status; be a
- (4) Resident of Oregon, and have a
- (5) SSN; and
- (6) Meet one of the four purposes of TANF:
  - (a) assisting needy families, so that children can be cared for in their own homes;
  - (b) reducing the dependency of needy parents by promoting job preparation, work and marriage;
  - (c) preventing out-of-wedlock pregnancies; and
  - (d) encouraging the formation and maintenance of two-parent families.

Countable TANF MOE funds are other state, county, local governments, and other such public or private funds, and “matched” at a rate of 100% of HSP program dollars (dollar-for-dollar), including administrative funds. MOE can be:

- (1) Cash, or
- (2) Third party in-kind contributions, such as volunteer services, or professional services. In-kind services must be identified through a MOU with partner organizations. **OHCS must approve the methodology used for valuation prior to including the value on the quarterly report.**

MOE funds must not be otherwise counted towards a federal cost-sharing or matching requirement. Examples of cash and in-kind MOE funds can be found on the OHCS website for providers.

## 5. Allowable Administrative Costs

Subgrantee Agencies are allowed to use up to ten percent (10%) of their total allocation for administrative costs, including those allowed for Subrecipient organizations with whom the Subgrantee Agency contracts. Administrative costs are agency-wide expenses related to general management, oversight, coordination, and evaluation. Allowable costs include but are not exclusive to:

- (1) Senior executive management personnel salaries and benefits (unless they are directly involved in program operations), administrative staff travel costs;
- (2) General services such as accounting, budget development, personnel, contracting, marketing, agency audit; **and/or**
- (3) Equipment rental/purchase, insurance, utilities that are for administration of the agency as a whole.

## 6. General Program Requirements

### (A) *HSP Material and Document Review*

If Subgrantee Agencies wish to develop their own materials related to external program presentation and training, they shall submit materials directly to OHCS for a review and final approval prior to use. OHCS will notify Subgrantee Agencies within four weeks of the results of the final review. If any required modifications are

determined to be necessary, the Subgrantee Agency will incorporate such modification(s) in their material before being distributed outside the agency. If there are any questions regarding the process, contact the OHCS Program Analyst.

### **(B) Criminal Records Check**

Subgrantee Agencies must verify that any employee working with HSP households do not have a conviction of child abuse, offenses against persons, sexual offenses, child neglect, or other offense bearing a substantial relation to the qualifications, functions or duties of an employee scheduled to work with HSP households.

“Criminal records check” means obtaining and reviewing criminal records and includes any or all of the following for at least the state of Oregon:

- (1) Obtain an Oregon criminal records check from Oregon State Police (OSP) using the Law Enforcement Data System (LEDS). The Oregon criminal records check may also include a review of other criminal information;
- (2) A national criminal records check where criminal records are obtained from the Federal Bureau of Investigation (FBI) through the use of fingerprint cards and other identifying information sent to OSP; or
- (3) Obtain a state-specific criminal record check from law enforcement agencies, courts, or other criminal records information resources located in, or regarding, a state or jurisdiction inside and/or outside Oregon.

### **(C) Release of Information**

All information about the applicant/client is confidential. Disclose information only for purpose of determining program eligibility, providing benefits, or investigating possible violation of federal, state and local regulation(s).

Client information (including identifying the person as a client) should not be released without written authorization from the client. Client refusal to provide such authorization **cannot** be the basis for denying program services to otherwise eligible clients. Any Release of Information form used must include the Department of Human Services as an entity in which information is shared.

In addition, any Release of Information form created must include the option of alternative formats including native languages, Braille, large print, computer disk and oral presentation. The MSC2099 form from DHS meets this obligation.

### **(D) Confidentiality**

DHS has determined that the HSP work is for purposes directly related to the administration of the TANF public assistance programs. Confidentiality as it also applies to the TANF program is a requirement held by Subgrantee Agencies. <https://apps.state.or.us/cf1/EligManual/EMnlFrame.htm?Page+ID=12-toc>.

Subgrantee Agencies maintain the confidential status standards in compliance with the following applicable requirements, including, but not limited to the following:

- (1) **Food Stamp Act:** 7 USC §2020(e)(8), 7 CFR § 272.1(c); ORS 411.320 and 411.990; OAR 461-105-0010 through OAR 461-105-0140
- (2) **Temporary Assistance to Needy Families (TANF):** 42 USC § 602(a)(1)(A)(iv); ORS 418.130 and 418.990; OAR 461-105-0010 through 461-105-0140
- (3) **Medicaid:** 42 USC § 1396a(a)(7); 42 CFR § 431.300 et.seq.; ORS 411.320 and 411.990; OAR 461-105-0010 through 461-105-0140
- (4) **Income Eligibility Verification System (IEVS):** 42 USC § 1320b-7, 20 CFR § 603; ORS 411.320, 411.990, ORS 418.130, 418.990; OAR 461-105-0010 through 461-105-0140
- (5) **Social Security Numbers:** 5 USC § 552a, 42 USC §405 and § 408, and individual programmatic confidentiality provisions; ORS 411.320, 411.990, ORS 418.130, 418.990; OAR 461-105-0010 through 461-105-0140
- (6) **Tax Information:** 26 USC § 6103, 26 USC § 7213(a) (2); ORS 314.835, ORS 314.840 and ORS 314.991
- (7) **Unemployment Insurance Information:** ORS 657.670; ORS 411.320, 411.990, ORS 418.130, 418.990; OAR 461-105-0010 through 461-105-0140
- (8) **Alcohol and Drug Information:** 42 USC § 290dd-2; 42 CFR § 2.1; ORS 411.320, 411.990, ORS 418.130, 418.990; OAR 461-105-0010 through 461-105-0140
- (9) **Mental Health Information:** 42 USC § 6041, 42 USC § 10841(1) (H); ORS 179.505 and ORS 192.515 through ORS 192.525
- (10) **Child Abuse Information:** ORS 419B.035
- (11) **Support Enforcement Information:** 42 USC § 654(26), ORS 25.260 and 25.990; OAR 461-200-1140
- (12) **Criminal Background Check Information:** ORS 181.536, 181.537 and ORS 181.540; OAR 461-165-0400
- (13) **School Records:** ORS 192.496(4) and ORS 326.565; OAR 581-021-0330 and OAR 581-021-0350
- (14) **Public Records in General:** ORS 192.496 through 192.530
- (15) **Misuse of Confidential Information:** ORS 162.425
- (16) **Refugee Program:** 45 CFR 400.27, OAR 461-105-0010 through 461-105-0140

### **(E) Mandatory Reporter**

Subgrantee Agencies shall comply with Oregon Child Abuse reporting laws (ORS 419B.010-419B.015), Elder Abuse reporting laws (ORS 124.060 and 124.065) and Mentally Ill Persons and Persons with Developmental Disabilities reporting laws (ORS 430.735-430.765).

When there is suspected abuse, the case manager must do all the following:

- Comply with the abuse reporting laws by making a mandatory report; AND
- Narrate the referral in the client file by stating only "Referral made to [agency]." Do not narrate the abuse itself; AND
- If the report included disclosure of protected health information, log the disclosure on the Disclosures of Protected Health Information (PHI) form (DHS-MCS 2097 – which may be found at: <https://apps.state.or.us/cf1/EligManual/EMnlFrame.htm?Page+ID=12-toc>).

**(F) Conflict of Interest**

Subgrantee Agencies must have policies and procedures that ensure all client information and records are secure and confidentially maintained. Agency officers, employees and agents must be aware of and comply with the agency's confidentiality policies and procedures.

Confidential records are all applications, records, files, and communications relating to applicants for, and clients of, HSP funded services.

**Note to Domestic Violence Providers:**

Subgrantee Agencies must have procedures that ensure the safety and security of program participants who are victims of domestic violence including maintaining strict confidentiality of records. Additionally, the address and location of HSP funded domestic violence shelter facilities must be protected from public disclosure except as authorized by the director of the organization responsible for operations of the shelter.

Domestic Violence Providers are required to collect client-level data consistent with HMIS data collection requirements, but they must NOT directly enter data into ServicePoint. To protect clients, victim services providers must enter required client-level data into a comparable database that complies with HMIS requirements, but does not share information with ServicePoint directly. However, victim services providers are still required to aggregate data for HSP program reporting purposes.

The confidential policy standards maintained by the Subgrantee Agencies must comply with all applicable local, state and federal requirements. All records shall be open for review to federal, state, and Subgrantee Agency auditors and/or examiners in the course of their regular audits and monitoring functions of HSP funded programs.

**(G) TANF Collaboration**

Collaboration or an attempt to collaborate with DHS case managers is required when the applicant is an active TANF client. The extent of coordination is at the discretion of agency staff but must minimally include an initial contact with the appropriate DHS worker to ensure services are aligned and avoid service duplication. Broader coordination on both a program and client level is strongly encouraged but not required. Local DHS offices may be found at: <http://www.oregon.gov/dhs/assistance/Pages/localoffices.aspx>.

**(H) Termination**

Subgrantee Agencies must have written termination, denial, and grievance policies and/or procedures. The policies and/or procedures should be readily available to program participants either in written information or by posting the policy in a public place. It is important to effectively communicate these policies and/or procedures to households and ensure that they are fully understood.

## 7. Reporting Requirements

### (A) *Data Entry*

Subgrantee Agencies are required to enter HSP related client and service data into the ServicePoint Homeless Management Information System (HMIS), except victims of domestic violence clients, as directed by OHCS. Timely and accurate data entry is critical to ensuring meaningful data analysis and reporting. Therefore, it is recommended that data be entered within 72 hours and data quality reports be run periodically (preferably quarterly) using ServicePoint's Data Completeness Report Card (EE) and Continuum of Care APR Detail Report from ART.

### (B) *Reports*

Subgrantee Agencies are required to submit quarterly program reports by the 20th of the month following the end of each quarter in accordance with OHCS directives for content and format. At the discretion of OHCS other reports may be required, including a year-end report, when deemed necessary to provide adequate program utilization and performance information.

### (C) *Electronic Confidentiality*

Electronic collection of client information requires procedures for ensuring confidentiality including:

- (1) Computer terminal(s) use for client data collection must be located in a secure location, limiting access to only those persons who have a legitimate interest in and are responsible in viewing client records;
- (2) Computer monitor must be cleared (or a screen saver activated) immediately after accessing a client record;
- (3) Computer terminal must be on a "locked" mode or turned off if the terminal is unattended; **AND**
- (4) Access to ServicePoint will only be given to authorized staff persons and only insofar as access is required for meeting program requirements.

## 8. Records

### (A) *Records Access*

Subgrantee Agencies and their Subrecipients are required to permit OHCS, the Oregon Secretary of State's Office, the federal government, and the duly authorized representatives of such entities access to, and the right to copy, all program client and fiscal records for such purposes as research, data collection, evaluations, monitoring, and auditing. At the sole discretion of OHCS, access to records shall include the removing of records from the Subgrantee Agency's office.

### (B) *Records Retention*

Subgrantee Agencies shall retain all program records pertinent to client services and expenditures incurred under HSP in a manner consistent with the requirements of

state and federal law. This includes, but is not limited to, those requirements listed in Administrative Rule, Operations Manual and Special Schedules. Find these at the Oregon State Archives:

(<http://arcweb.sos.state.or.us/pages/recmgmt/sched/state.html>);

and State Agency General Records Retention Schedules, found at the Oregon State Archives:

([http://arcweb.sos.state.or.us/pages/rules/oars\\_100/oar\\_166/166\\_300.html](http://arcweb.sos.state.or.us/pages/rules/oars_100/oar_166/166_300.html)).

Subgrantee Agencies shall retain and keep accessible all such **fiscal records**, books, documents, papers, plans, and writings for a minimum of **(6) six years**, or such longer period as may be required by applicable law, whichever date is later. Applicable law includes the following final payment and termination of HSP funding, or until the conclusion of any audit, controversy or litigation arising out of, or relating to, HSP.

Subgrantee Agencies shall retain and keep accessible all such **program records**, client records, books, documents, papers, plans, and writing for a minimum of **five (5) years** after final payment to client.

## 9. Monitoring

OHCS will conduct a program monitoring of Subgrantee Agencies once every three years or sooner if warranted. Fiscal monitoring will be conducted annually unless circumstances require sooner. Subgrantee Agencies will be notified thirty (30) days in advance of the monitoring visit and informed of what documents and records will be reviewed and any required staff or Board interviews. OHCS will provide Subgrantee Agencies with a written monitoring report inclusive of any findings, concerns or recommendations. Subgrantee Agencies are required to provide timely corrective action to findings and failure to do so may result in the withholding and/or return of HSP funds to OHCS.

Subgrantee Agencies are required to minimally monitor their Subrecipients once during a biennium or the term of the Master Grant Agreement, as determined by OHCS. Subrecipients monitoring procedures must be in place and adequately ensure compliance with HSP program requirements. Monitoring reports will be retained by the Subgrantee Agency and available for review by OHCS or other authorized entity.

## 10. Appendix 1: Applicable Rules and Regulations

All the following as may be amended from time to time:

1. 45 CFR 205.50: [Safeguarding Information for Financial Assistance Programs](#)
2. 45 CFR 260: [General TANF Provisions](#)
3. 45 CFR 263, Subpart A: [What Rules Apply to a State's MOE](#)
4. 45 CFR 264.50: [MOE Accountability Provisions](#)
5. ORS 124.060 through 124.065: [\(DHS\) Reporting Senior Abuse](#)
6. ORS 411.320: [\(DHS\) Confidentiality of Records](#)
7. ORS 419B.010 through 419B.015: [\(DHS\) Reporting Child Abuse](#)
8. ORS 430.735 through 430.765: [\(DHS\) Reporting People with Disabilities Abuse](#)
9. ORS 456.515 through 456.725: [Housing and Community Services Department](#)
10. ORS 458.505 through 458.545: [Community Services Program](#)
11. OAR 166-300: [State Agency General Records Retention Schedules](#)
12. OAR 407-007: [\(DHS\) Criminal History Checks](#)
13. OAR 407-014: [\(DHS\) Privacy and Confidentiality](#)
14. OAR 813-051: [Housing Stabilization Program](#)
15. Inter-Agency Agreement between DHS and OHCS
16. This manual as guidelines for HSP, and all other references made within this manual.
17. **CFRs** cited are amended from time to time and can be found at: <http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&tpl=%2Findex.tpl>
18. **ORS** cited are amended from time to time and can be found at: <http://landru.leg.state.or.us/ors/>
19. **OARs** cited are amended from time to time and can be found at: <http://arcweb.sos.state.or.us/pages/rules/access/numerically.html>
20. **The DHS Family Service Manual can be found at:** [http://www.dhs.state.or.us/policy/selfsufficiency/em\\_firstpage.htm](http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm)
21. **Limited English Proficiency** federal interagency website can be found at: <http://www.lep.gov/>

## 11. Appendix 2: Acronyms

**Acronyms** commonly used in this program are:

CFR	Code of Federal Regulations
CM	Case Manager
DHS	Department of Human Services, Oregon
FPL	Federal Poverty Level
HH	Household
HMIS	Homeless Management Information System
HSP	Housing Stabilization Program
HUD	United States Department of Housing and Urban Development
MOE	Maintenance of Effort
OAR	Oregon Administrative Rule
OHCS	Oregon Housing and Community Services
ORS	Oregon Revised Statute
OSP	Oregon State Police
SNAP	Supplemental Nutrition Assistance Program (formerly food stamps)
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families

## 12. Appendix 3: Definitions

**Barriers to Employment:** include lack of childcare, education, transportation, or work experience, lack of a high school degree or GED (General Educational Development) Certificate, illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, or a history of unstable employment.

**Caretaker Relative:**

*The Dependent Child must live with a Caretaker Relative:*

A dependent child's father, mother, grandfather, grandmother, brother, sister, stepfather, stepmother, stepbrother, stepsister, half-brother, half-sister, uncle, aunt, first cousin, nephew or niece who lives in a residence maintained by one or more of the relatives, and as the child's or the relative's own home. This includes:

- (i) Any individual who legally adopts the child and any individual related to the individual adopting the child;
- (ii) Any individual who meets the definition of caretaker relative above before the child is adopted (notwithstanding the child's subsequent adoption); **AND**
- (iii) Any of the preceding relationships established through marriage. Such relationship remains the same even upon termination of the marriage by death or divorce.

**Dependent Child:** *A dependent child must be one of the following:*

- (1) An individual (who is not a caretaker relative of a child) who is in the HH and is unmarried or married but separated, **AND** is under the age of 18, **OR** is under 19 and a full-time student in secondary school or the equivalent level of vocational or technical training; **OR**
- (2) A minor parent whose parents have chosen to apply for benefits for the minor parent (this does not apply to a minor parent who is married and living with his or her spouse); **OR**
- (3) An unborn child

**Domestic Violence:** This definition includes domestic violence, dating violence, sexual assault, stalking, attempting to cause, or intentionally, knowingly or recklessly causing or placing another in fear of imminent serious physical injury or emotional, mental or verbal abuse, and using coercive or controlling behavior. This does not include other criminal acts such as violence perpetrated by a stranger, neighbor, acquaintance or friend, unless those persons are family members, intimate partners or household members. (Note: This definitional aligns with TANF rules and regulations)

**HMIS:** Means Homeless Management Information System. OHCS uses ServicePoint as their HMIS; however, for Domestic Violence Shelters use a comparable database (see "HMIS" section of this manual).

**Housing Instability:** Means a HH who meets at least one of the following conditions:

- (1) Has moved because of economic reasons (2) two or more times during the 60 days immediately preceding the application for assistance

- (2) Living in the home of another because of economic hardship on a short-term/temporary basis (provide the date that this housing will end)
- (3) Living 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
- (4) Living in a Single Room Occupancy or efficiency apartment unit in which there resides more than (2) two persons
- (5) Is exiting a publicly funded institution or system of care
- (6) Is currently living in unsafe housing
- (7) Has some other condition which rises to the level of “housing instability” as described above

**Other Federal Statutes:** Other Federal Statutes include:

- (1) Runaway and Homeless Youth Act (42 U.S.C. 5701 et seq.),
- (2) Head Start Act (42 U.S.C. 9831 et seq.),
- (3) Subtitle N of the Violence against Women Act of 1994 (42 U.S.C. 14043e et seq.) (VAWA),
- (4) Section 330 of the Public Health Service Act (42 U.S.C. 254b),
- (5) Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.),
- (6) Section 17 of the Child Nutrition Act of 1966 (42 U.S.C. 1786), and
- (7) Subtitle B of title VII of the McKinney-Vento Act (42 U.S.C. 11431 et seq.)

**Shelter:** “Emergency shelter,” means any facility whose purpose is to provide temporary shelter for the homeless including congregate shelters, hotels/motels paid for by charitable organizations, or federal, state and/or local government programs, which do not require occupants to sign leases or occupancy agreements.

**Subgrantee Agency:** Community Action Agencies (or other qualified entities) that receive funding from the Recipient (OHCS) and provides direct client services. Subgrantee Agencies may contract direct client services to Subrecipients.

**Subrecipient:** Subrecipients are entities that, by contract with the Subgrantee Agency, provide HSP direct client services and receive funding directly from the Subgrantee Agency. In its agreements with Subgrantee Agency, Subrecipients will comply with all requirements for the Housing Stabilization Program.

**Support Network:** Examples include family, friends and faith-based or other social networks.

**Temporary Living:** Residing in a facility for fewer than 90 days

**Unaccompanied Youth with Child/ren:** Unaccompanied Youth with Child/ren are less than 25 years of age and meet the requirements as defined for homeless or at-risk of homelessness. In order for transition-aged youth (including those exiting foster care systems) to be adequately served HUD altered the age definition.

If the Unaccompanied Youth with Child/ren is a Minor Parent (under the age of 18), to be eligible for benefits, the Minor Parent must live with his/her parent, parents, or legal guardian unless it is unsafe or impractical for the Minor Parent to live with these individuals.

If a Minor Parent returns to live with his/her parent, parents or legal guardian, consider the parent, parents, or legal guardian's income during application for benefits. Minor Parents may still qualify for medical assistance programs with DHS. Refer client to DHS for further assistance.

(End)

## 13. Appendix 4: MOE FAQs

### 1. What kinds of expenditures DO NOT count towards MOE:

- (1) Funds that originated with the Federal government;
- (2) State funds expended under the Medicaid program;
- (3) State funds from a prior fiscal year;
- (4) Any funds used as MOE for a previous HSP grant (not used again for MOE on a subsequent grant award).

### 2. What are some examples of Cash contributions that DO NOT count towards MOE:

- Low-Income Home Energy Assistance Program (LIHEAP)
- HOME Tenant Based Assistance (HTBA)
- Community Development Block Grant (CDBG)
- Community Services Block Grant (CSBG)
- Continuum of Care (CoC)
- Emergency Food and Shelter Program (EFSP)
- Supplemental Assistance for Facilities to Assist the Homeless Program (SAFAHP)
- Supplemental Nutrition Assistance Program (SNAP)
- Women Infants & Children nutrition program (WIC)
- US Housing & Urban Development Family Unification Voucher (HUDFUV)

### 3. What are some examples of Cash contributions that DO count towards MOE:

- Emergency Housing Assistance (EHA)
- State Homeless Assistance Program (SHAP)
- Private funds
- Foundation funds

- State funds (as qualified by #5 in this FAQ and not already counted by another source)
- Local government funds (as qualified by #5 in this FAQ and not already counted by another source)
- *IF YOU PLAN TO USE STATE OR LOCAL GOVERNMENT FUNDS, THESE FUNDS MUST NOT ALREADY BE COUNTED AS MOE BY ANOTHER SOURCE. PLEASE CONTACT THE SOURCE OF THESE FUNDS TO ENSURE THAT THEY ARE NOT ALREADY COUNTED AS MOE.*

### 4. What are some examples of In-Kind contributions that DO count towards MOE (funds not already counted by other sources, such as Oregon Food Bank, and with prior approval – see Section 4 of this manual):

- Volunteer driver hours
- Volunteer food pantry hours
- Other volunteer worker hours

### 5. What kinds of State expenditures count toward meeting a State's basic MOE expenditure requirement?

- (a) Expenditures of State funds in TANF MOE may count if they are made for the following types of benefits or services:
- (1) Cash assistance, including the State's share of the assigned child support collection that is distributed to the family, and disregarded in determining eligibility for, and amount of the TANF assistance payment;
  - (2) Child care assistance (see §263.3);
  - (3) Education activities designed to increase self-sufficiency, job training, and work (see §263.4);
  - (4) Any other use of funds allowable under section 404(a)(1) of the Act including:
    - (i) Nonmedical treatment services for alcohol and drug abuse and some medical treatment services (provided that the State has not commingled its MOE funds with Federal TANF funds to pay for the services), if consistent with the goals at §260.20 of this chapter [these services are not allowable with HSP]; and
    - (ii) Pro-family healthy marriage and responsible fatherhood activities enumerated in part IV-A of the Act, sections 403(a)(2)(A)(iii) and 403(a)(2)(C)(ii) that are consistent with the goals at §§260.20(c) or (d) of this chapter, but do not constitute “assistance” as defined in §260.31(a) of this chapter; and
- (5)(i) Administrative costs for activities listed in paragraphs (a)(1) through (a)(4) of this section, not to exceed 15 percent of the total amount of countable expenditures for the fiscal year.
- (ii) Costs for information technology and computerization needed for tracking or monitoring required by or under part IV-A of the Act do not count towards the limit in paragraph (5)(i) of this section, even if they fall within the definition of “administrative costs.”
    - (A) This exclusion covers the costs for salaries and benefits of staff who develop, maintain, support, or operate the portions of information technology or computer systems used for tracking and monitoring.
    - (B) It also covers the costs of contracts for the development, maintenance, support, or operation of those portions of information technology or computer systems used for tracking or monitoring.
- (b) With the exception of paragraph (a)(4)(ii) of this section, the benefits or services listed under paragraph (a) of this section count only if they have been provided to or on behalf of eligible families. An “eligible family” as defined by the State, must:
- (1) Be comprised of citizens or non-citizens who:
    - (i) Are eligible for TANF assistance;

- (ii) Would be eligible for TANF assistance, but for the time limit on the receipt of federally funded assistance; or
  - (iii) Are lawfully present in the United States and would be eligible for assistance, but for the application of title IV of PRWORA;
  - (2) Include a child living with a custodial parent or other adult caretaker relative (or consist of a pregnant individual); and
  - (3) Be financially eligible according to the appropriate income and resource (when applicable) standards established by the State and contained in its TANF plan.
- (c) Benefits or services listed under paragraph (a) of this section provided to a family that meets the criteria under paragraphs (b)(1) through (b)(3) of this section, but who became ineligible solely due to the time limitation given under §264.1 of this chapter, may also count.
- (d) Expenditures for the benefits or services listed under paragraph (a) of this section count whether or not the benefit or service meets the definition of assistance under §260.31 of this chapter. Further, families that meet the criteria in paragraphs (b)(2) and (b)(3) of this section are considered to be eligible for TANF assistance for the purposes of paragraph (b)(1)(i) of this section.
- (e) Expenditures for benefits or services listed under paragraph (a) of this section may include allowable costs borne by others in the State (e.g., local government), including cash donations from non-Federal third parties (e.g., a non-profit organization) and the value of third party in-kind contributions if:
- (1) The expenditure is verifiable and meets all applicable requirements in 45 CFR 92.3 and 92.24;
  - (2) There is an agreement between the State and the other party allowing the State to count the expenditure toward its MOE requirement; and,
  - (3) The State counts a cash donation only when it is actually spent.
- (f)(1) The expenditures for benefits or services in State-funded programs listed under paragraph (a) of this section count only if they also meet the requirements of §263.5.
- (2) Expenditures that fall within the prohibitions in §263.6 do not count.
- (g) State funds used to meet the Healthy Marriage Promotion and Responsible Fatherhood Grant match requirement may count to meet the MOE requirement in §263.1, provided the expenditure also meets all the other MOE requirements in this subpart.

<b>6. When do child care expenditures count?</b>
--

- (a) State funds expended to meet the requirements of the CCDF Matching Fund (i.e., as match or MOE amounts) may also count as basic MOE expenditures up to the State's child care MOE amount that must be expended to qualify for CCDF matching funds.
- (b) Child care expenditures that have not been used to meet the requirements of the CCDF Matching Fund (i.e., as match or MOE amounts), or any other Federal childcare program, may also count as basic MOE expenditures. The limit described in paragraph (a) of this section does not apply.
- (c) The child care expenditures described in paragraphs (a) and (b) of this section must be made to, or on behalf of, eligible families, as defined in §263.2(b).

#### **7. When do educational expenditures count?**

- (a) Expenditures for educational activities or services count if:
  - (1) They are provided to eligible families (as defined in § 63.2(b)) to increase self-sufficiency, job training, and work; and
  - (2) They are not generally available to other residents of the State without cost and without regard to their income.
- (b) Expenditures on behalf of eligible families for educational services or activities provided through the public education system do not count unless they meet the requirements under paragraph (a) of this section.

# 14. HSP QUARTERLY REPORT (Form L)

**QUARTERLY HSP PROVIDER REPORT**

Completing Report - Agency: Contact Name: Phone:	Program Year: <b>2013</b> Reporting Period: <b>Apr 1 - Jun 30</b>
--	--

**CR-65 NEW Persons Served**

4a. Number of New Persons in Housholds	Total NEW Persons
Adults	
Children	
<b>Total NEW Individuals</b>	<b>0</b>

4f. Total NEW Households Served	Total NEW HH
Single-Adult <b>Households</b>	
Two-Adult <b>Households</b>	
More than two-adult <b>Households</b>	
Of NEW HHs how many HHs are TANF Recipients	#DIV/0!
<b>Total # of NEW Households</b>	<b>0</b>

6a. Race/Ethnicity	Race by NEW Head of HH	Ethnicity Hispanic/ Latino
White		
Black/African American		
Asian		
American Indian/Alaskan Native		
Native Hawaiian/Other Pacific Islander		
Other Multi-Racial (2 or more races)		
<b>Total Race by NEW HH</b>	<b>0</b>	<b>TRUE</b>
	<b>Total Ethnicity by HH</b>	<b>0</b>

7. Special Populations Served by NEW HH	Total NEW HH Served
Veterans	
Victims of Domestic Violence	
Elderly	
HIV/AIDS	
Chronically Homeless	
<b>Persons with Disabilities</b>	
Physical	
Severely Mentally Ill	
Chronic Substance Abuse	
Alcohol Abuse	
Developmental	
Other	

11a. HSP and MOE Expenditures for Permanent Housing	Amount
Expenditures for Housing Costs	
Expenditures for Auxiliary Services	
Expenditures for Case Management	
<b>Subtotal Permanent Housing</b>	<b>\$ -</b>

11b. HSP and MOE Expenditures for Transitional Housing	Amount
Expenditures for Housing Costs	
Expenditures for Auxiliary Services	
Expenditures for Case Management	
<b>Subtotal Transitional Housing</b>	<b>\$ -</b>

11c. HSP and MOE Expenditures for Emergency Shelter Housing	Amount
Expenditures for Housing Costs	
Expenditures for Auxiliary Services	
Expenditures for Case Management	
<b>Subtotal Emergency Shelter Housing</b>	<b>\$ -</b>

11c. HSP and MOE Expenditures for Domestic Violence Housing	Amount
Expenditures for Housing Costs	
Expenditures for Auxiliary Services	
Expenditures for Case Management	
<b>Subtotal Domestic Violence Housing</b>	<b>\$ -</b>

11e. Total HSP and MOE Funds	Amount
<b>Total HSP and MOE Funds Expended</b>	<b>\$ -</b>

11f. MOE Source	Amount
<b>Total Match Amount</b>	<b>\$ -</b>

12a. Total Admin MOE	
12b. Source of Admin MOE	

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# 15. HSP CASE ALLOCATION FORM (Form K)

## HSP Case Allocation Plan (Form K)

**Client Name:** \_\_\_\_\_

(You are required to have SS# on file of at least the family member meeting eligibility requirements)

**Original**     **Amended Plan** – Date: \_\_\_\_\_ **Projected Exit Date:** \_\_\_\_\_

	Dollar Amount per Month	Number of Months	Month Assisted / NOTES	Total Amount Requested
A) Rent/Mortgage or Repairs	\$			\$
B) Fees	\$			\$
C) Security Deposit(s)	\$			\$
D) Moving Expenses	\$			\$
<b>E) Total (A-D) Housing Assistance</b>				\$
F) Employment Related	\$			\$
G) Transportation Related	\$			\$
H) Education Related	\$			\$
<b>I) Total (F-H) Auxiliary</b>				\$
<b>J) Total Case Management</b>	\$			\$
<b>Total (E+I+J) Amount of Assistance</b>				\$
<b>Total HSP</b>				\$
<b>Total MOE and list sources</b>	Sources:			\$

**Case Manager Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_