Seattle and King County

Rapid Re-Housing

Program Standards

Review and Feedback Process Timeline

Check of approvals and dates

<u>Lived Experience</u>:

☒5 Year Plan Engagements: Summer 2022 – March 2023

☒Ombuds Office Feedback

<u>Rapid Re-housing Providers</u>:

☒Base Building Spaces: May 2022 – June 2024

☒Standards Opened for Direct Feedback: November 2023 – March 2024

<u>Funders & National Practice</u>:

☒HUD: March 2024

☒CSH: March 2024

☒King County: February 2025

☒City of Seattle: January 2025

<u>Boards</u>:

☒Cross Cutting Policy Workgroup: February 2025

☐CoC Board

☐KCRHA Governing Board

Significant revisions are highlighted in <mark>green</mark>.

Contents

Rapid Re-Housing in Seattle-King County

Rapid Re-Housing (RRH) is an intervention designed to help families and individuals quickly exit homelessness and return to permanent housing. RRH enrollment **does not have any preconditions** (such as employment, income, absence of criminal record, or sobriety). The program provides tenant-based rental assistance for <mark>up to 24 months</mark> along with supportive services that are tailored to the unique needs of each household. The goals are to help people obtain housing quickly, increase self- sufficiency, and stay housed.[1]

Purpose of this Document

This document is intended to guide service providers and funders engaged in RRH in Seattle and King County. The document defines the local RRH model and promotes a unified understanding of the core elements and expectations of local RRH programs. This regional model was informed by:

- Local RRH provider Base Building Spaces.
- Local stakeholder meetings.
- Local pilot projects and evaluations.
- National best/promising practices as defined by the U.S. Department of Housing and Urban Development (HUD), the National Alliance to End Homelessness, and the United States Interagency Council on Homelessness; and
- Ongoing learning and evaluation.

As the local homeless response system continues to evolve and strengthen its ability to significantly decrease the incidence of homelessness throughout King County, using equity and social justice principles, there is an increased need for system-wide alignment around common goals and outcomes, program models and activities, and performance standards. **RRH programs are expected to adhere to the RRH program model outlined in this document regardless of funding source(s).** Fidelity to this program model will help ensure that all partners have a shared understanding, and participants enrolled in RRH have similar experiences and opportunities to attain housing regardless of which service provider they work with. Fidelity to this RRH program model will also facilitate system-wide evaluation and comparisons across programs.

Accessing Rapid Re-Housing Services in Seattle/King County

Providers of RRH services must report in HMIS and utilize Coordinated Entry (CE) to fill all vacancies in the program. Providers must work with CE and follow the policies and procedures, including, but not limited to, posting openings, and processing received referrals. Providers are asked to post openings rolling with the goal of connecting more prioritized households to RRH. The latest information on participating in CE can be found here.

Acknowledging the paramount need for domestic violence programs to offer confidential services to protect the safety of survivors of domestic violence, said programs must be exempt from filling vacancies through CE. However, domestic violence programs must utilize the Domestic Violence Coordinated Housing Assessment and Placement (DVCHAP) process to fill their vacancies. This system runs parallel to Coordinated Entry and is accessed through DV providers.

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[1] https://endhomelessness.org/ending-homelessness/solutions/rapid-re-housing/

Eligibility for Rapid Re-Housing Services[2]

Households are prioritized for RRH through the Coordinated Entry System. For information on how households are prioritized, please see the KCRHA Coordinated Entry policies. Before enrolling in the program, providers must assess housing status to determine eligibility. RRH programs require the household to be experiencing literal homelessness as defined by HUD, which includes the following situations:

1. **Category 1: Literally Homeless**
   a. A literally homeless individual or family that lacks a fixed, regular, and adequate nighttime residence, including:
      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: Fleeing/Attempting to Flee Domestic Violence**
   a. Category 4 includes any individual or family who:
      i. is experiencing trauma or a lack of safety related to, or fleeing or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous, traumatic, or life-threatening conditions related to the violence against the individual or a family member in the individual's or family's current housing situation, including where the health and safety of children are jeopardized;
      ii. has no other safe residence; and
      iii. lacks the resources to obtain other safe permanent housing.

Eligibility Documentation

Enrollment in RRH and case management should begin immediately after the intake and should include support in obtaining proof of homelessness documentation. Documentation of homelessness is required prior to receiving financial assistance. Third party documentation is preferred, but self-certification may be used in some cases, including for households fleeing domestic violence and youth.

The following documentation (in order of preference) is required to certify Category 1 homelessness:

1. Third Party Verification (HMIS print-out or written referral/certification by another housing or service provider); or
2. Third Party Verification via written observation by an outreach worker; or
3. Certification by the intake worker whose only encounter with the program applicant is at the current point at which they are seeking assistance; or

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[2] See Appendix B: RRH Client File Checklist

4. Certification by the individual or head of household seeking assistance stating that they were living on the streets or in shelter.

Third-party evidence for Category 1 can be 14 days old counting back from intake. For example, a referral from emergency shelter dated June 1 would be an acceptable form of third-party documentation to verify homeless status through a program entry date of June 15. If the homeless certification does not fall within the 14 days of program entry, intake staff must seek other forms of documentation to establish the individual or family's homeless status. If the provider is using anything other than Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

If the household move-in date is more than 14 days from the program entry date, then the program must update the homelessness verification to confirm literal homelessness upon move-in into housing. This may be self-certification from the household affirming they are still experiencing literal homelessness.

The following documentation is required to certify Category 4 homelessness:

For survivor service providers:

- An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker.

For non-survivor service providers:

1. Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified by an individual or organization from which the individual or head of household has sought assistance; and
2. Certification by the individual or head of household that no subsequent residence has been identified; and
3. Self-certification or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

Core Service Components of Rapid Re-Housing

Rapid Re-Housing is an intervention designed to help households quickly exit homelessness, obtain housing in the community, and support continued stabilization. The three core components of an RRH program are described below[3].

I. Housing Identification
II. Financial Assistance
III. Supportive Services

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[3] https://endhomelessness.org/resource/core-components-of-rrh/

Rapid Re-Housing is guided by the principles, practices, and approaches of **Housing First, Harm Reduction, Trauma Informed Care, Equity, and Culturally Responsive Services**. Funders and programs should work to:

- Recognize housing as a basic human need, and that the stability of being housed facilitates an individual's ability to heal and move into a higher level of wellness through the non-judgmental and non-coercive provision of services and resources.
- Recognize and understand the realities and impacts of racism, transphobia, homophobia, colonialism, classism, misogyny, isolation, trauma, capitalism, ableism, and other forms of systemic violence, social inequities, and discrimination.
- Center those most impacted and ensure they have a real voice in the programs, policies, and services that are designed to serve them.
- Recognize and respect individual autonomy, rights, responsibilities, and strengths.
- Empower individuals to make their own choices by providing them the tools, resources, and knowledge to make informed choices, and ensuring their understanding of the consequences and outcomes of their choices.
- Understand and be responsive to the cultural needs of diverse populations through the provision of culturally responsive services, facilitating connections to organizations, networks, and groups that are reflective of the populations served, and the understanding of how cultural contexts influence one's perception and response to trauma.
- Establish individual and community dignity, quality of life, and wellbeing are the criteria for successful interventions, and ensure interventions avoid harm as much as possible.
- Understand that healing happens in and through relationships and promote peer and natural support.
- Foster community engagement, inclusion, and interdependent relationships, recognizing that these are necessary components for sustainable systems of care, the overall wellbeing and stability of individuals and communities, and for the prevention and mitigation of crises.
- Collaborate and coordinate with key partners and stakeholders to address issues, challenges, and barriers related to housing stability and advocating for the populations served.

Housing Identification

The goal of housing identification is to quickly locate affordable housing options for the household experiencing homelessness. Depending on the situation, rental assistance can contribute to a variety of housing options, including an independent apartment, roommates, or shared housing with family or friends (See *Appendix C: Shared Housing in RRH* for more information). Activities under this core component include:

1. Household Housing Search and Support
    a. Assessment of tenant needs and barriers to housing placement.
    b. Setting family or individual expectations on location, size and/or rent.
    c. Providing support for innovative housing options including roommates, or shared housing[4] with family or friends.
    d. Conducting a targeted housing search with a housing affordability plan.
    e. Supporting households with completing rental applications.

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[4] Shared Housing Toolkit

       f. Providing tenant counseling (including education on how to speak with landlords, understanding rental applications and leases, securing utilities, and understanding tenant obligations); and

       g. Supporting households with setting up utilities and making moving arrangements.

2. <u>Housing Option Recruitment and Support</u>

       a. Recruitment of landlords, homeowners, or renters with units, rooms, or housing options.

       b. Negotiation with landlords or homeowners to facilitate household access, including households with rental barriers.

       c. Attentiveness to landlords, homeowners, or roommates to preserve and develop partnerships for current and future housing placements; and

       d. Administration of landlord incentives and help to recuperate losses.

3. <u>Ensure Habitability</u>

       a. When a family or individual identifies a housing option, housing advocates must conduct a housing inspection prior to move-in and financial assistance ***and annually thereafter***. Refer to funding requirements to determine whether a <u>Housing Quality Standards</u>[5] or <u>Housing Habitability</u> Standards form should be used.

           i. If a household is moving into a unit subsidized by a Public Housing Authority (PHA), then the PHA will be responsible for the Housing Quality Standard Inspection. The RRH program must keep a copy of the completed inspection(s) in the client file.

Financial Assistance

Financial assistance is the second core component of RRH, providing assistance to cover move-in costs, deposits, and the rental and/or utility assistance necessary to move out of homelessness and quickly stabilize in permanent housing. Rapid Re-Housing can be a suitable intervention for households with a wide variety of needs and experiences. The Progressive Engagement approach should be used to determine how much financial assistance is needed based on each household's strengths and needs.

While rent related costs are the most common in RRH, financial assistance for other costs is permissible if it contributes to permanent housing and housing stability, and as allowed by fund source.

Allowable expenses vary by fund source. Uses of financial assistance may include:
- Move-in costs: deposits, first and last month's rent.
- Ongoing tenant-based rental assistance.
- Rental applications fees, and payments for background and credit checks.
- Previous housing debt/rental arrears if resolving will facilitate immediate housing placement **(not allowed with CoC funds);**
- Utility deposits.
- One-time moving costs: moving truck and labor related costs to move into a unit.

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[5] New HUD standards – the compliance date for HUD's NSPIRE final rule for Community Planning and Development (CPD) programs for the HOME Investment Partnerships Program (HOME) and Housing Trust Fund (HTF), Housing Opportunities for Persons With AIDS (HOPWA), Emergency Solutions Grants (ESG), and Continuum of Care (CoC) programs ("CPD programs") until October 1, 2025.

- Consolidated Homelessness Grant (CHG) and City of Seattle General Funds flexible funding for payment of expenses that directly helps a household to obtain or maintain permanent housing.

If you have questions, check with KCRHA for what is allowable. Also see Appendix A: Funding Guidelines.

Rent Limits: Fair Market Rent and Rent Reasonableness

All units must meet two criteria:
1. Current Fair Market Rent (FMR) AND
2. Rent Reasonableness

Final FY 2025 FMRs By Unit Bedrooms					
Year	Efficiency	1-Bedroom	2-Bedroom	3-Bedroom	4-Bedroom
FY 2025 FMR	$2,238	$2,293	$2,671	$3,521	$4,104
Effective October 1, 2024					

Documentation of FMR and rent reasonableness must be maintained in each client file (See Appendix A: Funding Guidelines for more information on fund source specifications.)

What is Rent Reasonableness?

Rent Reasonableness ensures that a unit supported by RRH programs is not more expensive than a similar unit not supported by RRH programs. When rental assistance funds are used to pay rent for individual housing units, the rent paid must be reasonable in relation to rents be charged for comparable units, considering the location, size, type, and age of unit, as well as any amenities, housing services, maintenance, and utilities provided by the owner.

Programs cannot pay more than what is reasonable, even if the Fair Market Rent (FMR) is higher. If the reasonable rent is higher than the FMR the programs can pay more than the FMR, up to the reasonable rent.

How do you determine rent reasonableness?

Comparable rents can be checked by using a market study of rents charged for units of different sizes in separate locations or by reviewing advertisements for comparable rent units. Advertisements can be found on "For Rent" signs in windows, in real estate or property management listings, bulletin boards and websites such as:

- **Craigslist**
- **Zillow**
- **Apartments.com**

Rent reasonableness is determined by comparing 3 comparable units in the same zip code as the proposed unit and determining the average rent of all units. Rent is considered reasonable if the average rent is equal to or greater than the proposed unit. **All programs must use the Rent Reasonableness Checklist and Certification to document rent reasonableness.**

More information on FMR and Rent Reasonableness can be found here.

Lease Requirements

For RRH programs, all lease terms and conditions must be reviewed with the household prior to lease signing. The household must be the tenant named on a lease with the landlord/property for a term of at least one year (12 months[6]), which is renewable for terms that are a minimum of one month long and is terminable only for cause.

For programs with no federal funding in their contract, a Housing Agreement with Friend or Family form can be used in lieu of a lease for rent subsidies paid to a friend or family member who is not in the business of property management. The Housing Agreement with Friend or Family form must be kept in the client file.

Rental Subsidy Calculation

Service providers and participants collaborate during the apartment search process to determine the rent subsidy model that best suits their situation. While the **Rapid Re-housing Subsidy Model Income and Rent Calculator** provides recommendations based on income (See Appendix D: Rental Subsidy Models), each household may have unique needs. Providers can adjust the recommended subsidy model, but any adjustments must be documented with clear justification of the household's need. The rent subsidy model will be reassessed every 90 days as part of the ongoing evaluation.

Providers who choose to implement customized subsidy models must submit their internal policies for determining the appropriate model to KCRHA prior to application. All programs must use the **Rapid Re-housing Subsidy Model Income and Rent Calculator** for consistency.

If move-in occurs on or after the 10th day of the month, the program will pay the full prorated rent for that month. The provider is responsible for the full rent for the following two months, after which they will follow the rent calculation schedule outlined below. It is important to note that not all households will require the full 24 months of assistance. This should be determined through ongoing case management and periodic reassessments of need. See Appendix D: Rental Subsidy Models for further details.

Calculating Annualized Earned Income

To calculate annualized income using three months of pay stubs, follow these steps:

RRH staff should locate the **gross income** (before taxes and deductions) listed on each of the pay stubs, this represents the total income earned in a single pay period. Next, add up the gross income amounts from the more recent three pay stubs. Example:
- Month 1: $4,000
- Month 2: $4,200
- Month 3: $4,100

Total for three months: $4,000 + $4,200 + $4,100 = $12,300

Staff should then divide the total gross income for the three months by 3 to find the average monthly income. Example: Average monthly income = $12,300 / 3 = $4,100.

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[6] For RRH programs with Consolidated Homelessness Grant (CHG) and/or Emergency Solutions Grant (ESG) funding, an exception may be requested for a lease that is less than 12 months.

To estimate the annual income, the individual should multiply the average monthly income by 12
Example: Annualized income = $4,100 x 12 = $49,200

If the household's pay fluctuates significantly, or if bonuses or commissions are received, these should be factored into the total earnings for each month. Adjustments might be necessary if income varies throughout the year.

Calculating Rent in Shared Housing

The RRH household's portion of the rent must be proportional to the amount of private space that household has in relation to the other tenants.

The FMR for shared housing is:

- The lower of the FMR for the family unit size, or
- The pro-rata share of the FMR for the shared housing unit size
    - Pro-rata share calculated by dividing the number of bedrooms available for occupancy by the participant in the private space by the total number of bedrooms in the unit.

EXAMPLE: Single person household rents one room in a 4-bedroom house:
- The FMR used would be the lower of the 1-bedroom FMR or the pro-rata share of the 4-bedroom FMR (1/4 of the 4-bedroom FMR)

Rental Assistance Considerations

If households lose income during months 4-24, the program will do an interim income recertification and recalculate the participant rent based on the change of income.

If households are determined income ineligible – once they are at or above 80% AMI[7] – they may remain in the program for an additional three months. **Case management may continue for an additional six months after the determination of income ineligibility to support the household transition to self-sufficiency.**

Household Income ≥ 80% AMI

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Rental Assistance may continue					
Case Management may continue					

Note: Households with **no income** are eligible for rapid re-housing. Households with no income would not pay any portion of their rent under these formulas. Service providers should support households in increasing income via the case management process.

Rapid Re-Housing for Subsidized Units[8]

Rent/Utility Assistance may be used for move-in costs (security deposits, first and last month's rent) for subsidized housing (where household's rent is adjusted based on income), including

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[7] An ESG-RRH re-evaluation must demonstrate: The program participant household's annual income must be less than or equal to 30 percent of Area Median Income (AMI).

[8] See Appendix E for more information.

project- or tenant-based housing. Rental arrears or utility arrears assistance may be used for subsidized housing.

Communication with Landlords

To help landlords understand the program and to set expectations, providers must send a letter or document to the landlord outlining the details of the program that includes a rental payment agreement and outlines how much the program pays the landlord in rent each month, when the landlord can expect the payment, and other stipulations of rapid re-housing. See Appendix F for a sample letter.

Rental Subsidy Agreement

A Rental Subsidy Agreement is a requirement for Rapid Re-Housing programs:

Rapid Re-Housing programs may make rental assistance payments only to an owner with whom the program has entered into a Rental Subsidy Agreement. The Rental Subsidy Agreement must set forth the terms under which rental assistance will be provided, including:

- Maximum length of subsidy period,
- Maximum amount or percentage of rental assistance that the household may receive,
- Maximum number of months that the household may receive rental assistance.
- Any requirements that the household share in the costs of the rent.

The Rental Subsidy Agreement must provide that, during the term of the agreement, the owner must give the program a copy of any notice to the household to vacate the housing unit, or any complaint used to commence an eviction action against the household.

The program must make timely payments to each owner in accordance with the Rental Subsidy Agreement. The Rental Subsidy Agreement must contain the same payment due date, grace period and late payment penalty requirements as the program participant's lease. The program is solely responsible for paying late payment penalties that it incurs with its own funds.

Assessment and Re-Assessment of Rental Assistance

Each households' needs must be re-assessed through a Housing Stability Plan (HSP) and income evaluation regularly to establish continued eligibility and to determine the amount of continued financial assistance. Reassessment must be completed ***at least* every three months**.

If a household is not housed before the first re-assessment, the housing advocate and household will review the household's HSP (see Supportive Services) and address any continued barriers to housing. If progress has not occurred at the next re-assessment, the housing advocate should initiate a conversation around expectations and limitations of the RRH program.

Once housed, the re-assessment must include **at least** the following components:
- Length of rental financial assistance period to date.
- Documentation of household income as a percentage of Area Median Income (AMI).
- Updated Rental Assistance Calculation Determination Worksheet.
- Steps taken toward housing self-sufficiency and income goals.
- Any recent changes in circumstances that will impact income or ability to work; and

- Any gaps in resources or support networks inhibit the household's ability to retain housing while paying their calculated rent portion.

Note: ESG-RRH re-evaluation must demonstrate:
- Income. The program participant household's annual income must be less than or equal to 30 percent of Area Median Income (AMI) to continue to receive rental assistance.

Rental Assistance Hardship Requests

Occasionally, situations come up that put an extra, unexpected financial burden on a household. When that happens, programs can use the Rental Assistance Hardship Request Form to request additional financial support from the program to help the household remain stably housed.

A **Rental Assistance Hardship Request submission to KCRHA is required** and must be maintained in the client file. Hardships are required for any of the following circumstances:
- Participants require rental assistance after 24 months.
  - *Not allowed with federal funds.*
- Participant needs assistance to pay past-due rent and/or related late fees accrued during program enrollment.
  - *CoC funds cannot pay late fees.*
- Participant exited rental subsidy but needs emergency rental assistance during the 3-month follow-up period.
- Participants require more than 60-days of temporary leave from a unit and program seeks pay rent in their absence.

Please contact your KCHRA monitor if there are additional needs not outlined above.

Program and Funding Exception Requests

Occasionally, situations come up that may be unaccounted for in the RRH Program standards or that exceed ordinary circumstances. When that happens, programs can use the Exception Request Form.

Exception requests may include the following:
- A lease that is less than 12 months (only allowed for CHG or ESG funded projects)
- Move outside of King County (not allowed by City of Seattle General Fund grants).
- 90+ days of rental subsidy outside of King County.
- Participant needs to move to a new unit; (request for second payment of first/last & deposit).
- Payment of rent arrears beyond 6-months which inhibits the household from moving into a unit.
- Use of CHG Flexible Funds over $5,000.

Ending Financial Assistance[9]

Providers should cease providing financial assistance for any of the following reasons:
- The household has reached the 24-month cap.
- The household is no longer in need of or interested in participating in Rapid Re-housing.

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[9] For more information on ending assistance, see "No Contact Procedures."

- The households income is at or above 80% AMI.[10]
  - **NOTE:** For ESG, the household's financial assistance must end once the annual income is equal to or greater than 30% AMI.
- There is no communication from the household in at least 90 days. It is expected that the provider will attempt to contact the household bi-weekly at a minimum.

Supportive Services

Supportive services are the third core component of RRH. Individualized services are responsive to the needs of each household, while offering the appropriate level of assistance needed to address each household's housing stability. For supports that a program cannot offer internally, a referral and warm handoff should be made for the household.

Case Management and Housing Advocacy

The goals of RRH case management are to:

a. **Help households quickly obtain and move into permanent housing.**
   RRH is focused on assisting a household to quickly obtain and move into a new housing unit. Staff help households resolve or mitigate screening barriers like rental and utility arrears or multiple evictions; obtain necessary identification; support other move-in activities such as obtaining furniture; and prepare households for successful tenancy by reviewing lease provisions.

   Staff should accompany the potential resident through the initial application stages to ensure proper introduction to the landlord and application completion.

b. **Support households to stabilize housing.**
   RRH case management should meet people where they are and help them to stabilize housing, based on their needs.

   Staff help identify and resolve issues or conflicts that may lead to tenancy problems, such as disputes with landlords or neighbors while also helping households develop and test skills, they will use to retain housing once they are no longer in the program. Rental and monetary management training is made available as needed.

   Staff work with households to develop plans to address any housing stability issues that may arise during their tenancy.[11]

c. **Connect households to community, mainstream services, and other supports.**
   Staff help identify and access support including family/friend and peer networks; mainstream and community services (benefit services, health and wellbeing; food assistance programs, childcare resources etc.); and employment and income.

Documented case management is required at least once a month. Each program must inform all households of this monthly engagement expectation in writing. Monthly case management and associated notes should include check-ins about the following:

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[10] Households may receive up to 3 months of financial assistance once their income is at or above 80% AMI and 6 months of case management support once financial assistance ends.

[11] See section below regarding Housing Stability Plans.

1) Income and Employment
2) Health and Household Wellbeing
3) Success and Areas of Need
4) Community and Social Supports

Housing Stability Plan Components

Staff are required to collaborate with households to develop Housing Stability Plans (HSP) within 30 days of move-in. An HSP is an individualized housing and service plan that is household-driven with the goal of obtaining or maintaining housing stability. Services are voluntary and built on the strengths and resources of each household.

Housing Stability Plan components should include:
- Outline of goals pertaining to housing, including moving into housing and maintaining housing.
- Outline roles and expectations of the household.
- Outline roles and expectations of RRH staff; and
- Timelines for each step.

Staff must review the HSP with each household ***at least every three months*** to assess progress. This tool may be used for progressive engagement to determine if additional support is needed to attain the household's goals.

Household Transfers

Household Transfers with Continuing Rental Assistance Outside King County

Households enrolled in CoC-funded or CHG-fund RRH programs may choose housing outside King County if the following conditions are:
1. The household's decision to choose housing outside King County is made in consultation between the household and program.
2. The program is required to comply with RRH requirements, including:
    a. Ensuring housing meets safety and quality standards,
    b. Calculating the household's income for determining rent contributions,
    c. Conducting an annual assessment of the household's service needs,
    d. Making support services available for the duration of the household's participation in the program OR they can refer to a local provider ensuring that the referral is acted upon by both the provider and household and
    e. Providing monthly case management unless referred to a local provider.
3. The household remains in the HMIS of the CoC/CHG program in which the household is enrolled.

Discretion lies with the household. The program may decline a household's request if – and only if – it is unable to comply with all RRH requirements in the geographic area where the housing selected by the household is located. If the household believes the program could have reasonably accommodated the request, the household may contact the KCRHA Ombuds Office.

Emergency Transfer Plan

Emergency Transfer Qualifications

A household qualifies for an emergency transfer if:

1. Anyone in the household is a survivor of domestic violence, dating violence, intimate partner violence, sexual assault or stalking.
2. The household expressly requests the transfer; and
3. Either:
    a. The household reasonably believes there is a targeted threat of imminent harm from further violence if they remain in the same dwelling unit; or
    b. If the household is a survivor of sexual assault, the sexual assault occurred on the premises during the 90-calendar-day period preceding the date of the request for transfer.

Emergency Transfer Process

A household may submit an emergency transfer request directly to RRH program staff. The program must communicate with KCRHA to inform them that an emergency transfer request has been requested. The program will take reasonable steps to support them in securing a new safe unit as soon as possible.

Programs will ensure strict confidentiality measures are in place to prevent disclosure of the location of the household's new unit to a person who committed or threatened to commit an act of domestic violence, dating violence, sexual assault, or stalking against the household. Where a family separates as part of the emergency transfer, the family member(s) receiving the emergency transfer will retain the rental assistance when possible. The program will work with the KRCHA's Coordinated Entry System and the household to support an effective transfer in situations where the RRH program is not a good fit for the family member(s) receiving the emergency transfer (see Mobility Request below).

Documentation and Record Keeping

To request an emergency transfer, the household should submit a written request to program staff, certifying that they meet the emergency transfer qualification requirements. No other documentation is required.

Programs must retain records of all emergency transfer requests and their outcomes for 5 years following the contract year of the program in which the household was a household.

Coordinated Entry Mobility Request

If a household is found to need longer-term housing support than RRH can offer, it may be appropriate to utilize the CE Mobility Request process that can be found under CE Forms. You can find the mobility request policy, process, form and decision rubric there. This should only be considered if the household's situation has significantly changed and/or their RRH has been exhausted.

Program Exits and Terminations

All households must be informed of all exit and termination procedures prior to program enrollment. The goal is to minimize or eliminate any exits for "non-compliance" or "lack of participation" especially if the household has not yet entered housing.

A household's financial assistance must end when their annual income is equal to or greater than 80% AMI at the reassessment.

NOTE: Per funding specification, ESG funded programs financial assistance must end for households once their annual income is equal to or greater than 30% AMI.

Households exit the program on the date they stop receiving financial and case management services. Case management may continue for up to 6 months after subsidy ends. The exit date should fall after the end of the final month when rental assistance was provided, or the 6 months of case management have come to an end.

No Contact Procedures

RRH staff must check-in with the household **at least once a month** while enrolled in the program. No matter what stage the household is in it is always the responsibility **of the staff to contact the household**. All methods of contacting the household must be explored. A final attempt to contact must be in writing, allowing ten business days to respond either orally or in writing.

Due diligence of the program's attempts to contact are required if the program is unable to connect with the household. Examples of this may include documented phone calls, emails, texts, home visits or street outreach, and letters sent to the household. If through these efforts, staff still cannot locate the household, then programs are encouraged to check existing databases such as HMIS and jail rosters or to call hospitals, etc.

If there is **no contact after 90 days** with bi-weekly (once every two weeks) attempts to reach the household, **the RRH program should exit the household from the program.** If the household calls after they have been exited and is experiencing homelessness, the RRH staff should reconnect them with Coordinated Entry (CE). See Appendix H for a summary No Contact Procedures.

Policy for Household Termination[12]

The RRH program may terminate assistance to a program household who violates program requirements.[13] Termination under this section does not bar the RRH program from providing further assistance later to the same household.

The termination process is designed to allow due process to the household who can appeal the termination decision. The household must receive a written copy of the program rules and the termination policy, grievance procedure, and appeal process before the household begins to receive assistance. If a household is already enrolled in a program, a written copy of the rules and termination policy, grievance procedure, and appeal process must be provided during the annual reassessment process and a signed copy kept on file.

Due Process of Program Termination

The RRH program must inform KCRHA 10 business days before notice of termination letter is sent to the household. KCRHA may request additional information or direct the program to explore

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[12] Termination is considered when a household is prematurely exited from RRH due to violation of program requirement or conditions of occupancy.

[13] If a household violates their lease or is evicted, they can continue to be assisted in a new unit - no 'time' in between moves is required. Eviction alone is not grounds for termination from Rapid Re-housing.

alternatives to program termination. There are two levels of due process for household appeals: an appeal to the RRH Program and an appeal to KCRHA.

A review of the decision is required at both levels of appeal. During this review, the household must be given the opportunity to present written or oral objections. The review must be conducted by someone other than the person (or their subordinate) who made or approved the termination decision. The final decision must be made in writing to the household within 5 business days of the final decision.

Household Appeal to the Program

The RRH program must provide a written letter to the household informing them of the termination decision along with the reasons for termination, and the date of termination from the program that will result in ending the rental subsidy. The letter must provide 30-day notice for termination and include that supportive services will still be provided. The letter must also include a description of the appeal process including the deadline for the appeal, the person to be contacted to schedule an appeal hearing, and an appeal form should be provided with the termination letter. All appeals must be accepted in writing or orally. Oral appeals must be documented by the program in writing.

Household Appeal to KCRHA

If the household's appeal to the program results in the termination being upheld, the household has the right to appeal to KCRHA's Ombuds Office whose decision is binding. The appeal must be submitted in writing or orally to the KCRHA Ombuds Office. The household can also request that the program deliver their appeal request directly to the Ombuds Office on their behalf.

HMIS and Data Collection Requirements

Rapid Re-housing providers are required to enter data into the Homeless Management Information System (HMIS). Prompt and accurate data collection assists the homeless system to determine which services and programs households are utilizing, to evaluate the impact of RRH services, and to make system improvements.

Providers must enter all HUD required data elements for each household enrolled in RRH. Programs that serve survivors of domestic violence will not enter their identifying information into HMIS. Please refer to the HMIS Standard Operating Procedures for more details.

The following are key pieces of information to record in HMIS for RRH programs:

Data Element	Definition
Program Entry Date	This is the date the housing advocate and household first meet and complete an intake.
Date of Move-In	This is the date the household moves into housing[14] and begins receiving rent assistance. This date should fall after the Program Entry Date[15]. In Clarity, click the box "In Permanent Housing" on the entry screen to enter the Date of Move-In[16].
Program Exit Date	This is the date the household stopped receiving financial and case management services. This date should fall after the end of any month where rental assistance was paid for that month. This date should fall after the Date of Move-In (or on the date of Move-In if the household is only receiving move-in assistance and no rental assistance)[17].
Exit Destination	This should reflect where the household is staying immediately after they finish participating in the program. So, if the Household is staying in the unit with no other subsidy, exit destination should be "Rental by Household, no ongoing subsidy."

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[14] If the household self-resolves their homeless situation or moves into housing without receiving assistance through RRH, do NOT enter a Date of Move-In. The Date of Move-In should only be used for Households who find and move into a unit and receive assistance (financial and/or case management) through the RRH program. (This does not affect the count of Exits to Permanent Housing; that is determined by the information in the Exit Destination field.).

[15] For households with a second move-in date: Per HUD data standards you must exit households who lose their housing and become homeless and then enroll them into the program again to reflect the second move-in date.

[16] *Please note that there is a Date of Move-In field on both the entry and exit screens in Clarity. These are the same data point, so for continuity complete the Move-In Date field on the entry screen. (See screenshot below).*

[17] Refer to Section II.B.5. for instructions on when to end financial assistance.

Data Quality Assurance

It is the program staff's responsibility to have accurate and complete data. To ensure compliance, refer to the HMIS Standard Operating Procedures. Providers should direct any questions about entering data in HMIS to Bitfocus by submitting a help ticket here.

Providers are expected to regularly review program reports available in HMIS, and pay particular attention to:
- [KCWA-101] Seattle-KC Program Outcomes Report
- [HUDX-227] Annual Performance Report

Continuous Quality Improvement

Providers are encouraged to submit ongoing feedback directly to KCRHA via the online link.

Providers must engage in continuous quality improvement (CQI) activities and processes outlined in a Quality Improvement Plan or program policies. The providers involved in ongoing operations schedule regular times to communicate and engage in a CQI process to ensure project goals are being met.

There are regularly scheduled forums for program staff to review data broken down by race, ethnicity, gender identity, and other key categories, to monitor performance against goals, identify needed strategies for improvement, and address any disparities in access and/or outcomes and develop clear action steps. If disparities do exist, active steps are taken to eliminate them; these steps are outlined in planning documents, meeting minutes, or other trackable progress. Households engaged in leadership opportunities are included in the CQI process, providing feedback and accountability in partnership with staff. There are multiple, documented instances of how household and staff feedback has been incorporated into the project, including how that information was shared with staff and households.

Performance Standards

KCRHA has adopted the following performance standards in all future funding processes and contracts.

Program Targets[18]

Core Outcomes		Entries from Homelessness
Exit Rate to Permanent Housing	**Return Rate to Homelessness[19]**	
85%	3% (Single Adults & Families) 5% (Youth and Young Adults)	95%

Minimum Standards[20]

Core Outcomes		Entries from Homelessness
Exit Rate to Permanent Housing	**Return Rate to Homelessness**	
80%	5% (SA/F) 20% (YYA)	90%

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[18] See Definition of Terms for Definitions of Exits to Permanent Housing, Length of Stay and Return to Homelessness.
[19] This is the rate of return to homelessness after 6 months of program exit.
[20] See also the KCRHA RRH dashboards.

Ongoing Training and Learning Opportunities

KCRHA trainings and provider-led cohorts are offered to support ongoing learning and improvement. These spaces are an opportunity for RRH staff to come together and solve problems, share best practices, learn from peers, and connect with households, funders, and evaluators.

Programs are expected to provide staff that provide direct services and supervise staff who provide direct services with training and demonstrate competency in, at a minimum:

- Trauma Informed Services
- Mental Health First Aid
- Supporting victims of domestic violence
- Local coordinated entry policies and procedures
- Fair Housing
- Motivational Interviewing
- Housing First and Harm Reduction
- Progressive Engagement
- Client-Centered Case Management
- Case Notes and Housing Stability Plans
- Documenting Due Diligence
- Non-Violent De-Escalation
- Boundaries and Professional Ethics
- Equity in Service Delivery
- Documenting Homelessness Eligibility

In addition, RRH staff are encouraged to attend the annual Washington State Conference on Ending Homelessness.

Further Resources
- HUD Rapid Re-Housing
- Coordinated Entry
- HMIS Operating procedures
- King County Regional Homelessness Authority
- The National Alliance to End Homelessness
  - RRH Toolkit
- United Sates Interagency Council on Homelessness
- Shared Housing Toolkit

Questions?
If you have specific questions regarding allowable expenses or procedures under your contracts, contact KCRHA.

Definition of Terms and Acronyms

Arrears: Rental Arrears are past debt to a landlord. In other words, rent owed to a landlord at entry into a program.

Back-Rent: For a currently enrolled RRH participant, if they are late on rent on the current lease then this is considered late rent, not arrears. Late fees are not considered back rent.

Case Management: Housing-focused case management uses individually tailored assistance to address an individual, couple, or family's immediate housing crisis. Staff works with clients to identify and refer them to other resources in the community (e.g., mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support ongoing housing stability. Services are voluntary, housing-focused, person-centered, and tailored to the needs of each household. Services can be increased through progressive engagement if more services are necessary for stabilization in housing.

Entries from Homelessness: Measures the degree to which programs are serving people who are literally homeless, including a place not meant for human habitation, or in an emergency shelter. The measure is calculated in HMIS based on responses to "immediate prior living situation."

Exits to Permanent Housing: Measures the percentage of households who exit the program into permanent housing (including supportive housing, stable/long-term rental housing, subsidized housing, or market rate housing). The exit destination reflects whether a household is permanently housed after leaving the RRH program. Households that self-resolve their homelessness will have no Date of Move-In in HMIS and will still be considered an exit to permanent housing by this measure.

Household: All people who live or intend to live together in a housing unit. This includes a single person, a family, or multiple families living together.

Housing First: Housing First is an evidence-based approach that recognizes that housing, and the security and stability it offers, is necessary to address any other underlying medical, mental health, or addiction issues a person may be facing. Housing First is not housing only; Housing First addresses the greatest and most impactful need first – safety and stability – and then facilitates successful use of supportive services, including healthcare and treatment, as well as services that support employment, education, and other efforts towards self-sufficiency.

Housing Location: Activities related to engaging with and recruiting landlords, property management companies, and housing developers to increase access to permanent housing for homeless and other vulnerable individuals and families. This may include incentives and supports made available to participating landlords and property managers who agree to reduce screening criteria for households with barriers to permanent housing.

Program Exit: A program exit is a positive or neutral exit from the Rapid Re-Housing program such as a household exiting due to income increase, household stabilization that no longer requires subsidy support, or household completing 24 months of RRH.

Program Termination: A program termination is when a household is exited from RRH due to a program, policy, or obligation violation.

Return to Homelessness: Measures the percentage of households who have exited the program to a permanent housing situation and are subsequently served by another homeless intervention (i.e., emergency shelter, transitional housing, or rapid re-housing) in HMIS within six months.

Table of Acronyms

Acronym	Meaning
AMI	Area Median Income
CE	Coordinated Entry
CHG	Consolidated Homelessness Grant
CoC	Continuum of Care
CQI	Continuous Quality Improvement
DVCHAP	Domestic Violence
ESG	Emergency Solutions Grant
FMR	Fair Market Rent
HHS	Housing Habitability Standards
HMIS	Homelessness Management Information System
HQS	Housing Quality Standards
HSP	Housing Stability Plan
HUD	Department of Housing and Urban Development
KCRHA	King County Regional Homelessness Authority
PHA	Public Housing Authority
RRH	Rapid Re-housing
SA	Single Adult
YYA	Youth and Young Adult

Appendix A: Funding Guidelines

Eligibility Requirements	City of Seattle	KC-CHG	ESG	HUD CoC[21]
Income Eligibility	No income eligibility upon entry into the program			
Homeless (HUD Definition)	Literally homeless, fleeing domestic violence			
Identification Requirements (photo ID, etc.)	Not required upon entry into the program			
Legal Status	No status requirements			

Allowable Expenses	City of Seattle	KC-CHG	ESG	HUD CoC[22]
Monthly Rental assistance	Up to 100%			
Security Deposits	Up to 100%	Up to 2x monthly rent unless pre-approved		100% up to 2X monthly rent; can only pay for refundable deposits
Utility deposits & payments	Up to 100%			Up to 100% of deposit. Monthly utilities up to allowance
Moving cost assistance	Up to 100%			Moving truck only
Screening fees (application fees, etc.)	Up to 100%			
ID, birth certificates, etc.	Up to 100%	Up to $5000 flexible costs	Not allowable	Up to 100%

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[21] HUD CoC (Continuum of Care) – May change depending on the given year award restrictions.
[22] HUD CoC (Continuum of Care) – May change depending on the given year award restrictions.

Utility arrears	Up to 3 months	Up to 6 months		Not allowable
Rental arrears	Up to $5000	Up to 6 months		Not allowable
Flexible Costs[23]		Up to $5000 per household		

Additional Requirements	City of Seattle	KC-CHG	ESG	HUD CoC[24]
Habitability Inspection[25]	Case Manager Checklist	HHS or Landlord certification	HHS	HQS Inspection
Lead Based Paint Inspection	Visual assessment[26]			
Rent Limit	Rent Reasonableness and FMR	FMR or SHA/KCHA payment standard based on location and unit size (as long as it doesn't exceed 150% FMR)[27]	Cannot Exceed FMR	Rent Reasonableness and FMR
Household moving into Subsidized Housing	May pay deposits, first and last month's rent, no ongoing rent.			
Lease Requirements	Between tenant and landlord, may seek exception leases that are less than 12-months.			Must be a 12-month, renewable lease

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[23] King County CHG allows flexible funding, up to $5,000 per household for goods or expenses that directly help a household to obtain or maintain permanent housing.

[24] HUD CoC (Continuum of Care) – May change depending on the given year award restrictions.

[25] New HUD standards – the compliance date for HUD's NSPIRE final rule for Community Planning and Development (CPD) programs for the HOME Investment Partnerships Program (HOME) and Housing Trust Fund (HTF), Housing Opportunities for Persons With AIDS (HOPWA), Emergency Solutions Grants (ESG), and Continuum of Care (CoC) programs ("CPD programs") until October 1, 2024.

[26] Visual assessment must be completed prior to providing rent assistance for all units constructed prior to 1978 in which a child under the age of six is or will be living in the unit. Visual assessments must be conducted by a HUD-Certified Visual Assessor and must be documented on the HQS or HSS and maintained in the Household file.

[27] If rent limit exceeds 150% FMR, then program must request an exception and complete rent reasonableness form.

Appendix B: RRH Client File Checklist

Participant Name: **HMIS #:**
Entry Date: **Move-in Date:**
Reassessment Dates: **Exit Date:**

At Intake:
Eligibility:
☐ Homelessness Verification

Basic Forms and Consents:

☐ HMIS Consent and Release of Information

☐ Other Release of Information

☐ Landlord/Property Owner Release of Information

☐ DSHS ROI for BVS Form

☐ Contact Preference Form

☐ Documentation that Participant received Client Rights and Responsibilities, Grievance Policy, and Termination Policy

Required Housing Documents:
☐ Rent Reasonableness Certification

☐ Housing Quality Standard Inspection (CoC) OR Habitability Checklist (CHG/EHP/ESG)

☐ Lead-Based Paint Assessment

☐ Property Verification (King County Parcel Search Print Off)

☐ Income Documentation and Calculation (for determining assistance only)

☐ Rental Assistance Calculation Worksheet

☐ Letter of Agreement for Rental Subsidy (Agency and Landlord/Owner)

☐ Lease or Rental Agreement (Participant and Landlord/Owner)

☐ VAWA Lease Addendum

Financial Assistance:
☐ Documentation of Eligible Use of Funds

☐ Documentation of Rental Assistance

Initial Assessment (Completed with 30 days of program entry):
☐ Housing Stability Plan and Self-Sufficiency Matrix (Initial)

☐ Income Documentation and Calculation (for determining assistance only)

☐ Rental Assistance Calculation Worksheet

Reassessment (Completed every 3 months):
☐ Housing Stability Plan and Self-Sufficiency Matrix Update

☐ Income Documentation and Calculation (for determining assistance only)

☐ Rental Assistance Calculation Worksheet

As Needed Forms:
☐ Self-Certification Form

☐ Third-Party Oral Income Verification Form

☐ Rental Assistance Hardship Request Form

☐ Payment Obligation Certification Family or Friend

☐ Utility Assistance Only Form

☐ Documentation of Due Diligence for Program Exit/Termination

Appendix C: Shared Housing in RRH

Shared housing is defined as two or more people who live in one permanent rental housing unit, sharing costs associated with maintaining housing such as rent and utilities.

Advantages to Shared Housing	Disadvantages of Shared Housing
- Increased options that are affordable - Reduction of the rent burden - Help with childcare - Increased social network/decreased isolation - Support with shared goals (e.g. sobriety) - Assistance with disability	- Interpersonal Issues - Landlord Challenges - Housing Stability

Shared Housing in RRH
The assisted household must be listed on the lease.
The overall size of the unit is dictated by the co-housing tenants' preferences, available income, and the cost of rent and utilities. While many tenants will want their own bedroom, they may, in some cases, voluntarily agree to share a bedroom.

What's important to remember is that shared housing is permanent rental housing, in that the participant is on the lease and has full tenancy rights.

Eligibility for Shared Housing in RRH
Any RRH client may opt for shared housing.
There is no requirement that all of the tenants in the shared housing unit be RRH program-eligible or meet income guidelines, as long as the RRH client receiving assistance is eligible for services.
Only RRH-eligible clients may receive program assistance.

RRH does not define who may share housing with whom: the choice is made by the tenants. Programs that place clients into shared housing are encouraged to work with landlords to customize the lease to the housing situation, ideally through independent lease agreements.

Calculating Rent in Shared Housing
The RRH household's portion of the rent must be proportional to the amount of private space that household has in relation to the other tenants.
The FMR for shared housing is:

- The lower of the FMR for the family unit size, or
- The pro-rata share of the FMR for the shared housing unit size
  - Pro-rata share calculated by dividing the number of bedrooms available for occupancy by the participant in the private space by the total number of bedrooms in the unit.

EXAMPLE: Single person household rents one room in a 4-BR house:
- The FMR used would be the lower of the 1-BR FMR or the pro-rata share of the 4-bedroom FMR (1/4 of the 4 bedroom FMR)

Facilitating Shared Housing

<u>Offer the Option</u>: Not all participants will want to consider this, but it is helpful to present the advantages.

<u>Select (or Construct) a "Tenant Matching" Tool</u>: It is important to make sure that critical areas are considered like sobriety, quiet time, etc.

<u>Client choice is critical</u>: Clients need to choose each other and the living situation in the end. Clients should at least have one face-to-face meeting.

<u>Consider the lease issues</u>: A legal opinion might be helpful in identifying the joint and individual responsibilities of co-housing, or to review leases used by LLs who allow cohousing.

<u>Prepare the tenants for shared housing</u>: Discuss issues like quiet/sleeping hours, guests, cleaning, noise, smoking, notice of moving out, damage, cooking, use of shared space, etc. Roommate agreement templates can be used to guide discussions or to develop a written agreement between tenants.

<u>Landlord/Tenant supports</u>: Plan to support tenants and landlords by preventing and responding to problems.

<u>Have a Plan B</u>: Sometimes shared housing doesn't work. Have a relocation or re-housing plan that can be quickly implemented.

<u>Ensure post-RRH support is in place</u>: Explore post-assistance resources and connections to community resources to support tenancies after RRH assistance ends.

Appendix D: Rental Subsidy Models

FY 2024 Income Limit Category	Recommended Subsidy Model
Extremely Low (30%) Income Limits	24-Month Model
Very Low (50%) Income Limits	12-Month Model
Low (80%) Income Limits	6-Month Model

24-Month Model			12-Month Model			6-Month Model		
Month	Program % of Rent	Participant % of Rent	Month	Program % of Rent	Participant % of Rent	Month	Program % of Rent	Participant % of Rent
1	100%	0%	1	100%	0%	1	100%	0%
2	100%	0%	2	100%	0%	2	80%	20%
3	100%	0%	3	100%	0%	3	60%	40%
4	80%	20%	4	70%	30%	4	40%	60%
5	80%	20%	5	70%	30%	5	20%	80%
6	80%	20%	6	70%	30%	6	0%	100%
7	70%	30%	7	50%	50%			
8	70%	30%	8	50%	50%			
9	70%	30%	9	50%	50%			
10	60%	40%	10	30%	70%			
11	60%	40%	11	30%	70%			
12	60%	40%	12	30%	70%			
13	50%	50%						
14	50%	50%						
15	50%	50%						
16	40%	60%						
17	40%	60%						
18	40%	60%						
19	30%	70%						
20	30%	70%						
21	30%	70%						
22	20%	80%						
23	20%	80%						
24	20%	80%						

Appendix E: Rapid Re-Housing Assistance and Subsidized Housing

For households who receive housing assistance through a Public Housing Authority or other subsidized unit, the following documentation is required and must be maintained in client files for no less than 5 years:

At Intake:

Eligibility:

☐ Homelessness Verification

Basic Forms and Consents:

☐ HMIS Consent and Release of Information

☐ Other Release of Information

☐ Landlord/Property Owner Release of Information

☐ DSHS Client Consent Form

☐ Contact Preference Form

☐ Documentation that Participant received Client Rights and Responsibilities, Grievance Policy, and Termination Policy

Required Housing Documents:

☐ Lease or Rental Agreement (Participant and Landlord/Owner)

☐ VAWA Lease Addendum

☐ Letter of Agreement (Agency and Landlord/Owner)

☐ Housing Quality Standards Inspection

☐ Lead-Based Paint Assessment

☐ Rent Reasonableness Certification

☐ Income Documentation and Calculation (for determining assistance only)

☐ Rental Assistance Calculation Worksheet

Financial Assistance:

☐ Documentation of Eligible Use of Funds

☐ Documentation of Rental Assistance

Initial Assessment (Completed with 30 days of program entry if participating in RRH Case Management):

☐ Self-Sufficiency Matrix

☐ Housing Stability Plan (Initial)

To obtain documentation from a Public Housing Authority or other third party, the household must first sign a Release of Information. The RRH Program must contact the appropriate housing authority in writing or by phone to request a copy of the lease agreement, the HQS Inspection, rent reasonableness documentation, and initial resident rent calculation. If any of the listed documents were not completed by the third party, then the RRH program must complete it.

Appendix F: Sample Rental Subsidy Agreement Letter

Program Participant (Name):   Example Example

Landlord/Property Manager: Rosewood Apartments

Housing Navigator/Case Manager   _____

Monthly Rent Amount: $2,500

Day of month Rent is due: 1st of the month

Month of Rental Assistance	Month	Year	Participant Rent Amount	RRH Rental Assistance Amount
Month 1	February	2025	$ -	$ 900.00
Month 2	March	2025	$ 500.00	$ 2,000.00
Month 3	April	2025	$ 1,000.00	$ 1,500.00

Rental Assistance is provided by [AGENCY NAME] for participants enrolled in the [PROGRAM NAME] program. This program follows a clear set of guidelines to determine Rental Assistance amount and duration. Supportive services, such as employment services and referral to other community resources are provided to all participants to ensure that they are able to stabilize in housing. These total amounts are projections based on the current needs of the participant – this might change based on participant needs. If there is a modification made to the projections above you will recive an updated letter with an explanation of change.

By signing below, I agree to pay the above listed amounts by the determined date each month to my landlord/property manager. Exceptions to the above rent payment schedule must be discussed with your assigned Housing Navigator or Case Manager before rent payment is due, and approved by management.

_____   _____
Participant Signature   Date

_____   _____
Navigator/Case Manager Signature   Date

Appendix G: Sample Rental Assistance Termination Letter

TO: Program Participant

FROM: Housing Provider
Staff Name Agency
Name

DATE: Date

RE: **Termination of Rental Assistance**

This letter is to advise you that review of your file indicates that you have not complied with the requirements of the Rapid Re-Housing program. The Rapid Re-Housing program rules state that rental assistance may be terminated because of violations of program requirements, conditions of occupancy, or Household Obligations. Rental assistance payments for your household will terminate because you or a member of your household violated the following regulation, policy or household obligation:

- List Violation(s)

We have notified your landlord of this decision by sending a copy of this notice.

If you wish to appeal this decision, you have the right to a hearing. To request a hearing, fill out and sign the form at the bottom of this letter and return it to this agency with ten (10) working days of the date at the top of this letter. **To receive a hearing, your request for a hearing must be in this** **office by the close of business on [Date].** If your request is not received within the time period indicated above, you will waive your right to a hearing and our decision to terminate your rental assistance will become final.

If your rental assistance is terminated, you will be responsible for paying:
- o   All tenant rent owed to your landlord.
- o   The cost of repairing any damage to your unit that is not normal wear and tear.

cc: Landlord

Check the box below, sign and date if you wish to receive a hearing on the termination of your rental assistance.

☐ **I wish to receive a hearing on the termination of my rental assistance.**

_____   _____
Print name: Signature:

_____
Date

Appendix H: No Contact Due Diligence Procedures

Start: Household Enters Program

- The household is enrolled in the program.

Monthly Check-in:

- RRH staff must check in with the household every month, regardless of their stage in the program.

Attempt Contact with Household:

- Staff must use multiple methods of contact (phone calls, emails, texts, home visits, street outreach, etc.) at least bi-weekly for 90 days.
- **If No Response:**
  - Explore Databases: Check HMIS, jail rosters, hospitals, etc., if the household is still unreachable.

Final Written Attempt:

- A final written attempt is made, with 10 business days allowed for a response (either oral or written).

No Contact for 90 Days (with Bi-weekly Attempts):

- The program exits the household from the program.

If Household Calls After Exit:

- Reconnect the household with Coordinated Entry (CE) if they are experiencing homelessness.

Appendix I: Termination Policy Template

Program Termination Policies

1. **Lack of Communication & Property Abandonment:**

   o Regular communication with your advocate team is essential. If there is no contact after **90 days**, despite **bi-weekly attempts** to reach the household, the RRH program may exit the household. If the household reaches out after this period and is experiencing homelessness, the housing advocate may assist them in reconnecting with **Coordinated Entry (CE)** for support.

   o **Property Abandonment:** If you abandon the property without notice, **[Program Name] may seek to terminate your participation in the program.**

2. **Violent or Harassing Behavior:**

   o Any **violent or harassing actions** toward **[Program] staff** will not be tolerated and may result in **immediate termination** from the program.

3. **Lease Violations:**

   o Repeated violations of your **lease agreement** may lead to **termination the program**.

Each case will be reviewed individually, and whenever possible, decisions will be made in **partnership with the household** to determine the best course of action. A final decision to terminate will be made by [position]**.**

[Program] Responsibilities

1. **Communication Before Termination:**

   o Before terminating your participation in the program, **[Program]** will make every effort to discuss the issue with you.

   o If we are unable to reach you by **phone, email, or in person**, a **termination letter** outlining the reason(s) will be sent to your **last known address**. You will have 10-business days to respond verbally or in writing.

2. **Documentation:**

- o The **termination letter** will include a copy of our **Rapid Rehousing policy** and this agreement for your reference.

3. **Additional Resources:**

   - o If available, we will provide a **list of alternative resources** to help you with the transition.

Termination and Appeal Process

Termination Process:

- **[Staff who is not a subordinated to the initial decision-maker]** will review all information related to your appeal, including your written explanation and any additional relevant facts.

- A final decision will be made by **[Organization]**, and you will be **notified in writing within a reasonable timeframe**.

- **KCRHA must be notified at least 10 business days** before a termination notice is sent.

- The final determination will be provided to you **within 5 days** of the final decision.

Appeal Process:

- If you disagree with the termination decision, you have the right to **appeal**.

- To appeal, you must respond to the **termination letter** with:

   - o A **written explanation** outlining your concerns or reasons for disagreement.

   - o An **oral objection**, which will also be considered.

- You will receive a **written notice** explaining the termination decision and the reasons for it.

- You will be given a **30-day notice** before termination takes effect.

- If you still disagree with the decision, you have the right to appeal to **KCRHA's Ombuds Office**.

- Instructions on how to submit an appeal will be provided at the time of termination.

Please sign that you have read and agree to this policy

_____   _____

Head of Household Name   Date

_____   _____

Appendix J: Landlord Documentation Requirements

Required documentation must be available for KCRHA to review upon request:

      a. Copy of lease/rental agreement (for each household)
      b. Proof of ownership; one of these items, listed in order of preference:
          i. Print-out of property report from County assessor website; or
          ii. Landlord Certification Form completed by property owner or representative (for property outside of Washington State and only if no county assessor parcel viewer can be found on the Internet)

Documentation Procedure:

1. **Obtain a copy of the lease or rental agreement. Including:**
   - Payee
   - Client name (for rent assistance) or Agency name (for facility support)
   - Rental unit address
   - Amount of monthly rent
2. **Note the rental unit address** as listed on the lease/rental agreement.
3. **Document the name of the property owner** by printing the property report from the County Assessor's web page.
   - Parcel viewers vary by county. Links to parcel viewers for other counties in Washington State can be found here.
   - King County Assessor's eRealProperty web page

Type in the property address (or property name) and click **"Search"** to retrieve a property report:

PARCEL	
Parcel Number	094200-0920
Name	KING COUNTY-PROPERTY SVCS
Site Address	500 4TH AVE 98104
Legal	BORENS C D ADD ENTIRE BLK - & VAC ALLEY LESS ST

BUILDING 1	
Year Built	1971
Building Net Square Footage	157329
Construction Class	REINFORCED CONCRETE
Building Quality	AVERAGE
Lot Size	59280
Present Use	Governmental Service
Views	N
Waterfront	

TOTAL LEVY RATE DISTRIBUTION

Tax Year: 2014   Levy Code: 0010   Total Levy Rate: $10.29168   Total Senior Rate: $7.54445

School, 2.54933, 24.77%

- **Note in the "Parcel" section of the property report the exact "Name" of the property owner.** (In the example above, the property owner is King County-Property Svcs)
- **Print page 1 of the property report for your files.** (Right click and select "print")

Q: What if the property address (from the lease) does not show up on the web search?
A: Sometimes the unit address does not match the parcel address in the County property records. This can happen, for instance, if there is a large apartment building or complex with multiple addresses.

In that case: *First confirm the address on the Parcel viewer page. **Then** print the property report from the eRealProperty page:*

- o *Connect to the King County Parcel Viewer*
- o *Click "Start Parcel Viewer"*
- o *In the top left corner type in the property address (or partial address) and click "Search Results".*
- o *Click on the address from the results.*
- o *Then click on the parcel highlighted in the map.*
- o *This page will show the parcel number, the parcel address, and the taxpayer's name. We can assume that the taxpayer's name is the property owner.*
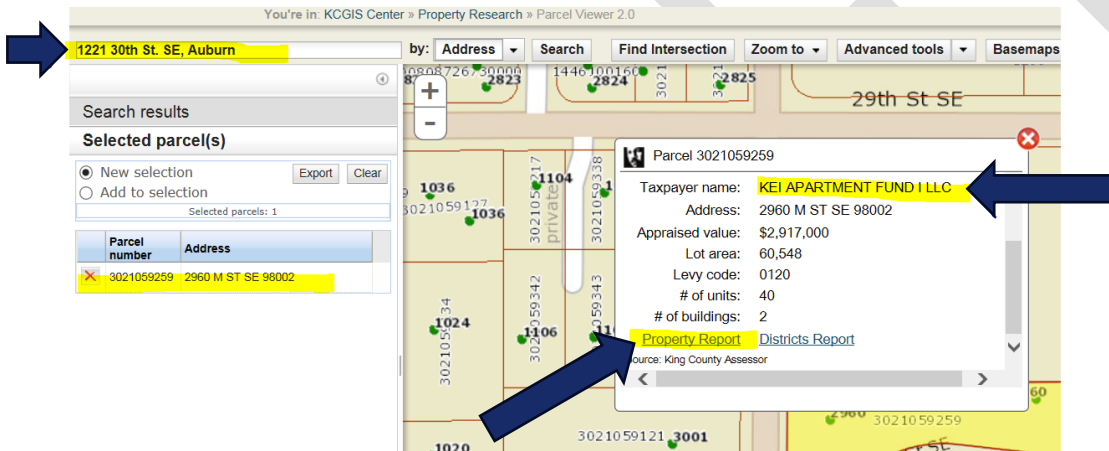
- • *Scroll down to the very bottom of the parcel "info box"; click on "property report"; then **print page 1 of the property report for your files**: (Note the "name" on the property report is the same as the "taxpayer name" on the parcel viewer. Either of those can be considered the name of the property owner.)*
- • *Write a note on the printed property report that "this parcel address was confirmed as a match for (property address on lease) by parcel viewer search on (date) by (your name)".*

4. **Note from the property report the exact name of the property owner.** (Listed as "Name" on the property report)

PARCEL	
Parcel Number	302105-9259
Name	KEI APARTMENT FUND I LLC
Site Address	2960 M ST SE 98002
Legal	POR OF S 1/2 OF NW 1/4 OF SE 1/4 OF NE 1/4 LY NLY OF 50 FT ST LESS STS

BUILDING 1		
Year Built	1982	
Building Net Square Footage	32760	
Construction Class	WOOD FRAME	