

This Scope of Required Services (SRS) for Time-Limited Subsidy (TLS), contains a written summary of detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving Time-Limited Subsidy program support. This SRS and the documents that are linked hereto, in combination with the [Program Standards found here](#) and the [2019 LA City and County RRH Practice Standards](#), found here, Program Profile and Key Performance Indicators (KPI's) (formerly called Performance Targets), together, comprise the entire Statement of Work for Time-Limited Subsidy Programs. The Los Angeles Homeless Services Authority (LAHSA) maintains the right to make changes to these requirements related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System as well as this SRS and accompanying documents. Any program changes or updates will be noticed to programs through policies, interim guidance, and other forms of communication as LAHSA deems necessary. Any of these notices, will by fact of being sent to the Programs become a part of the Programs' obligations.

A TIME-LIMITED SUBSIDY PROGRAMS OVERVIEW (TLS)

The Time-Limited Subsidy Programs in the Permanent Housing Department of LAHSA include the following: TLS, and Shallow Subsidy. As the name states, these programs provide support to households experiencing homelessness by assisting them in accessing permanent housing quickly and for a limited amount of time. The amount of time varies by the specific program. Time-Limited Subsidies are a critical component of the LA Continuum of Care portfolio of permanent housing programs. All Time-Limited Subsidy programs are Housing First, serving anyone regardless of housing barrier, and practice trauma-informed and harm reduction approaches to their work with people experiencing homelessness. They fill the needs of people who do not need a deeper level of support that can be found in our other permanent housing programs such as Permanent Supportive Housing (PSH).

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DEFINITIONS

1. **Time-Limited Subsidy (TLS) Programs:** Are a subset of programs that fall underneath the permanent housing portfolio. TLS is a Housing First, Low Barrier, Harm Reduction, Crisis Response program focused on quickly resolving the crisis of homelessness for eligible participants and assisting them to move into a permanent housing situation. TLS is one of the permanent housing programs found in the LAHSA Permanent Housing portfolio. TLS provides case management and financial assistance including rental subsidies for a period up to twenty-four (24) months. TLS case managers use Progressive Assistance to help program participants rapidly obtain and stabilize in permanent housing in either the private rental market or affordable housing market as available. TLS programs should design service provision based on the core components of TLS: Housing Identification, Rent & Move-in Assistance, and Case Management & Supportive Services. TLS Programs are expected to be aligned with the [2019 LA City and County Rapid Re-Housing Minimum Service and Universal Practice Standards](#) approved by funders in Los Angeles and by the CES Policy Council in 2019.
3. **Problem-Solving:** Is a short-term housing intervention that seeks to assist participants to identify an immediate and safe housing alternative either independently or within their own network of family, friends, and social supports. For more information refer to the [Problem-Solving Guide](#).
4. **Shallow Subsidy:** The Shallow Subsidy Program is a rental subsidy that provides limited rental assistance to reduce the rent burden for persons who have received these services and would have been successful maintaining their housing except for the high cost of the rent. The Shallow Subsidy Program provides limited case management services and financial assistance by assisting participants with housing retention including assistance with accessing wait lists for other affordable housing programs.
5. **Progressive Assistance:** This is an approach to providing financial assistance and case management services in permanent housing programs. This approach seeks to provide only the amount of assistance necessary to assist each participant reach housing retention, not more. As staff work with the participants, their work will in large part focus on assisting the participants in obtaining income. As the household's income increases, the participants will be expected to pay some portion of the rent. Progressive Assistance in case management refers to flexing the number of supportive services provided as needed. In financial assistance, participants are expected to contribute to rent in a cost sharing arrangement. Progressive Assistance calls for a discussion to occur between the participant and the staff person to determine what amount the participant is able to pay toward their rent.
6. **Warm Hand-off:** When providing participants with referrals to services or other providers, it is important for the program staff person to take an active role in making the referral happen. This trauma-informed approach ensures that the participant is securely connected to the resource. A warm hand-off consists of the staff person making the first approach to the resource to ensure that it is an appropriate referral and to learn who exactly the participant should reach out to and/or meet with. Staff should act as a facilitator for ensuring the connection occurs.
7. **Slot-Based Contracting:** In the Slot-Based system of contracting, programs will be awarded funding based on maintaining a certain number of service slots for participant enrollments and services throughout the contract year. The awarded funding amount in the Slot-Based system will be determined based on the amount of funding needed to provide the full range of services required by the program model to each enrolled participant. This will include a required caseload ratio and funding to maintain that ratio; funding

for rental assistance, move-in costs, and security deposits; furnishings, housing search and identification costs including Tenant Screening Reports; as well as administrative costs and other eligible services found in the SRS. While the number of participants will shift over the course of the year, programs are expected to fill open slots as quickly as possible after exiting a participant. The Slot-Based System represents the maximum number of participants that can be enrolled at any given time.

8. **Critical Time Intervention (CTI):** CTI is a time-limited evidence-based practice that has been successfully utilized in Permanent Supportive Housing and TLS. CTI is a model for organizing and managing the supportive services provided to participants in these programs. CTI facilitates community integration and continuity of care by ensuring that a person has enduring ties to their community and support systems during critical periods in their transitions to housing retention. For more information go to the [National Alliance to End Homelessness \(NAEH\)](#).
9. **Family:** Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.
10. **Qualified Dependent:** An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.

I. ELIGIBILITY FOR SERVICES

1. Homeless Status:

Participants must be determined to be homeless (Categories 1 & 4) per HUD's Final Rule on "defining Homeless" (24 CFR parts 91, 576 and 578). Please see Appendices for detailed description eligibility for TLS.

1.1 Programs will be responsible for documenting the determination of the participant's homelessness status by using the LAHSA approved LA CoC Homeless Certification Form. If the forms are not in HMIS (uploaded by a previous program), the TLS question Program is responsible for obtaining all documentation forms from any referring or previous agency assisting the participant or completing the forms themselves. All documentation is required to be placed inside the participant's master file and uploaded to HMIS, unless the program is specifically a Victim Service Providers program.

2. Income Requirements:

Participants must be determined to be income eligible by meeting the income threshold of "at or below 50% of Area Median Income (AMI)" for Los Angeles County as defined by HUD which can be found in the [HUD AMI Tables](#), which are updated annually.

2.1 Programs are responsible for obtaining all income supporting documents. See **Appendix VI and VII** for details.

2.2 If the participant cannot obtain documentation of income or provide proof of income, the Program must complete the required LAHSA eligibility forms found in **Appendix II and III**.

- 2.3 If there is a reported increase or decrease in income, program must update the income in HMIS and participant file.
- 2.4 When the annual recertification is completed, if client is found to have income exceeding 50% AMI, then the participant is to be exited from the program within 30 days.

2.4.1 If income over AMI is discovered *outside* of the annual recertification, participant remains eligible to receive services until the scheduled annual recertification date. It is at that time, based on participant's income, where it will be determined if the participant is meeting the AMI eligibility requirements.

3. **CES Initial Assessment:**

CES Surveys (CES Survey for Adults, Youth, or Families with Children) are no longer required upon intake. Upon identification of a new or updated CES Initial Assessment tool, contractor will be required to complete all necessary training to implement CES Initial Assessment tool(s) as part of client intake.

II. POPULATIONS SERVED—ALL POPULATIONS

1. **Target Populations**

The target populations for TLS are individuals, couples, Transition Aged Youth (TAY) and families (see Section I, Definitions) experiencing homelessness. Unaccompanied minors are not eligible for enrollment or services in programs that serve Single Adults. An exemption exists for unaccompanied minors who are legally emancipated.

2. **Domestic Violence/Intimate Partner Violence (DV/IPV) TLS:**

An individual or head of household in a family that identifies as a DV/IPV survivor or actively or attempting to flee, has no other residence and lacks the resources or support networks to obtain other permanent housing. These are inclusive of men, LGBTQI+ individuals, families with teenage boys, etc. Programs must serve participants with equal opportunity to be served. Unaccompanied minors are not eligible for enrollment or services. An exemption exists for unaccompanied minors who are legally emancipated.

2.1 For CoC-funded Victim Service Providers (VSP), the changes explained in the individual system **do not apply to these programs**. There is no change in the method of referrals received for these programs.

2.2 Participants who identify as survivors or actively fleeing a domestic violence situation, must be immediately offered a connection with, and provided placement into, a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.

2.3 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.

3. Programs shall transfer participants to a population-appropriate housing program if a change in their household status necessitates such a move, with consideration for participant choice and in alignment with program eligibility requirements. Programs shall continue providing services to such participants until the warm handoff is successfully completed.

4. In the Adult System:

Participants for Time-Limited Subsidy programs will be identified by the Housing Navigation (HN) Program in which the participant is connected to. Participants will be referred to the TLS Program by the Housing Navigation Program after the Participant has applied for a unit and determined that the TLS Program has an open slot. Programs will follow any LAHSA-developed guidance for the referral process as determined.

4.1 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection with, and provided placement into, a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.

4.2 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.

5. See **APPENDICES** for detailed description of eligibility of participants being served in the Time-Limited Subsidy Program.

6. Screening:

Programs must **NOT** establish policies and/or assessments that screen out participants or deny referrals based on any of the following criteria:

6.1 Lack of sobriety;

6.2 Those who need assistance with activities of daily living;

6.3 Lack of income or employment status;

6.4 Lack of identification documentation or legal status;

6.5 The presence or perceived presence of mental health issues, disabilities, or other psychosocial challenges;

6.6 Lack of a commitment to participate in treatment;

6.7 Lack of Tuberculosis test verification or COVID-19 test verifications;

6.8 Past program participant or previous stay at program's facilities;

6.9 Service Animal and/or lack of documentation for the service/emotional support animal;

6.10 Criminal background;

6.11 Presence of or number of evictions;

6.12 Any other criteria thought to predict challenges/barriers to long-term housing stability or generally considered "difficult to work with."

III. CES PARTICIPATION

1. Programs must identify new participants through the Coordinated Entry System (CES).

1.1 Programs must work collaboratively with CES Regional Coordinator, Outreach Coordinator, and CES Matcher to identify eligible participants. Programs must accept referrals from CES participating agencies including Interim Housing, Bridge Housing, Outreach, Housing Navigation and Transitional Housing Programs.

2. Single Adults:

TLS providers who serve single adults, except for those providing TLS to DV/IPV participants and those CoC funded TLS Programs, will be prioritizing participants residing in Interim Housing programs and/or connected to Access Centers and enrolled with Housing Navigation.

- 2.1 Single Adult TLS providers must ensure that their enrollments and exits from the program are up to date in HMIS within 48 hours of a change of status for participants. LAHSA will use this information to determine whether a program has available slots to accept a new referral. Program will follow any LAHSA guidance developed and implemented to support this referral process.
- 2.2 Housing Navigation participants will be actively referred to Time Limited Subsidy Programs. Provider will follow any LAHSA-developed guidance for the referral process as determined. Please see [TLS and Housing Navigation Onboarding Packet: Adult System Guide](#) for further guidance.

3. Domestic Violence:

Programs are also required to work collaboratively with domestic violence programs/shelters to ensure that services are made available to eligible participants of the domestic violence system.

- 3.1 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection and provided placement into a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.
- 3.2 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.

IV. SUPPORTIVE SERVICES AND ACTIVITIES

1. Problem-Solving:

All applicants of the program must first be screened for Problem-Solving to determine if it is possible for them to access other housing options and remain housed or be re-housed temporarily or permanently instead of utilizing TLS services. The first conversation upon entry should be to assess for the possibility of diversion to assist the person to self-resolve their housing crisis and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant.

- 1.1 If resources are needed to successfully divert a person from entry into the homelessness system, a referral must immediately be made to a CES Problem-Solving Program, in order to access [Problem-Solving Funds](#) to support other permanent housing options.
- 1.2 Programs providing TLS services and assistance either directly, or through subcontracted service arrangements, must be uniquely assessed to assure they are able to provide the types of services needed by applicants. The services that can be provided are listed below but are not limited to this list. Greater details about eligible services and activities can be found in [Appendix III and IV](#).

2. TLS Components:

Programs providing TLS are funded for the following services:

- 2.1 Intake and Enrollment
- 2.2 Housing Identification
- 2.3 Case Management
- 2.4 Financial Assistance

3. Case Management & Supportive Services

Case Management is provided by staff to assist participants in retaining their permanent housing. The primary objective of housing-focused Case Management/Support Services is to extend support to participants, through an individualized case management relationship, that will ultimately translate to increased housing retention.

4. Unhoused participants:

For participants who are unhoused, Program staff must meet with participants a minimum of once (1 time) a week to discuss and review the housing search plan. Program staff must update the housing search plan as needed.

5. Home Visits:

Program staff must conduct a minimum of one (1) home visit each month after the participant has moved into their housing. If Public Health guidance does not allow home visits, then virtual home visits are acceptable and should be appropriately logged into HMIS or participant files at the intensity appropriate with identification of the type of meeting that was held. Programs shall increase and decrease the intensity of case management services in a Progressive Assistance manner as needed. This includes increasing the frequency of meetings and home visits as needed. If a home visit cannot be conducted due to health and safety concerns, then other spaces and settings can be utilized if they offer adequate privacy to discuss confidential matters.

6. Housing-focused case management:

Sessions shall be dedicated to activities that support the housing retention process. This may include but is not limited to assessing and reassessing needs; safety planning, educating participants on community resource opportunities; developing a household budget; developing housing retention plans; scheduling appointments; and providing necessary follow-up to ensure that retention plans are progressing on schedule and that needs are adequately being addressed.

7. Case Management Ratios:

Programs must maintain a ratio of approximately one (1) case manager to every twenty (20) participants for optimal service delivery. Caseloads should be determined through consultation between line and supervisory staff while examining the level of need, the amount of contact needed to successfully engage the household and the length of time needed to meet participants where they reside.

7.1 It is acceptable to maintain a lower caseload ratio when serving youth or when serving a participant that requires extra effort for engagement and successful case management.

7.2 In the event that a program loses staff in such a way that it will affect their client to staff ratios, the program must inform the LAHSA Coordinator and work with them to develop an acceptable plan for a temporary increase in caseload ratios. In general, programs will be provided with a

three (3) month period in which to replace lost staff. After that time, programs will be expected to lower their caseloads to the original contracted-for level.

8. Progressive Assistance:

Case Management services, as well as financial assistance, should adhere to a Progressive Assistance (also known as Progressive Engagement) approach to service delivery. In Progressive Assistance, the case management staff are regularly re-assessing the needs of the participant and adjusting their support (and financial assistance) as appropriate. Staff will find that the needs may go up and down depending on what the participant is experiencing.

8.1 If there is a time after the participant has been housed, that they need less case management, then it can be tapered off with the agreement of the participant. However, no amount of tapering will interfere with the requirement to have one (1) face-to-face meeting a month as a home visit. This should be explained to the participant early on during enrollment, so they understand the requirement. Additionally, case managers who have “tapered off” should stay ever vigilant for the fact that something new may occur which will cause the participant to need more case management (or financial assistance) in the future.

8.2 The amount of case management and financial assistance are not directly tied together. It is possible to scale back case management to a minimal amount while still paying financial assistance if warranted and agreed upon with the participant. Likewise, it is possible that financial assistance may no longer be needed, but the participant could still benefit from and want case management support.

V. HOUSING AND SERVICES PLANS

1. Timing of Plans Creation:

Case Managers must complete a Housing and Services Plan in coordination with the participant within the first fourteen (14) days of enrollment. The Housing and Services Plan will be the road map of services that are to be provided, actions that need to be taken (by both staff and the participant) and referrals that need to be made. Housing Plans summarize the participant’s goals, and immediate action steps toward those goals. The Plans are updated as the person’s situation changes, and steps are completed or revised. Plans should be simple and short. The Housing and Services Plan should be considered the participant’s plan and should be signed by the participant as it is developed and updated. A copy of the plan should be provided to the participant, including each time it is updated. The phases of the Housing and Services plan must emphasize the short-term nature of Time Limited Subsidy Program with the goal of a sustainable exit from the Program. For more information on the phases of Housing Plans, see the [LA City and County RRH Minimum Practice Standards](#).

2. Housing and Services Plans Design:

The Housing and Service Plan has now shifted to being a three phased approach plan that is focused on housing search, housing retention, and transition out of the TLS program. TLS Providers are now required to complete the new phased approach plan.

2.1 In the Adult System, Part A: Housing Search Plan will be completed by Housing Navigation

Programs.

- 2.2 TLS Providers who serve single adults will be required to complete Part B and Part C of the Housing and Services Plan. In Part B: Housing Retention Plan, Providers in collaboration with participants will be developing goals focused primarily on housing retention strategies.
- 2.3 In Part C: Transition Plan, Providers in collaboration with participants will be developing exit strategies.
- 2.4 In the Youth and Family System, TLS Providers will be responsible for completing all three phases of the Housing and Services Plan—Part A: Housing Search Plan, Part B: Housing Retention Plan, and Part C: Housing Transition Plan.

3. Phases of Housing Services Plans

Plans should address distinct phases of program participation focusing on housing search, retention, and exit planning. The focus of exit planning should occur early in phase 2 of the Housing and Services Plan: the housing retention plan. An evaluation and review of plans should be conducted frequently to ensure once all primary housing retention goals are achieved, whether or not the participant can afford the full rent upon program exit. If the participant cannot afford the full rent, a referral to other affordable housing options should be considered and/or Shallow Subsidy.

- 3.1 Prior to referring to the participant to other affordable housing options and/or Shallow Subsidy, if the referring Provider is working with the participant to obtain affordable housing by way of a waitlist, the referring Provider must ensure that they update the waitlist with the new point of contact's information.
- 3.2 While pursuing other avenues, it is critically important that the TLS program continue to provide the full range of services until the participant has been successfully and fully connected to the new housing program.

Detailed information on how to complete these new forms can be found on the Housing and Services Plan User Guide.

4. Voluntary Services:

Since services and resources are voluntary; the degree of engagement between participant and case manager will determine the services, timing, and sequence of referrals. Programs must assist participants with the range of funded and leveraged activities based on the needs and desires of the participant. Such services/resources include but are not limited to:

- 4.1 Accessing personal identification (critical for connecting to housing)
- 4.2 Interim Housing
- 4.3 Crisis Intervention
- 4.4 Physical Health Care
- 4.5 Mental Health Care
- 4.6 Mainstream Benefits Establishment
- 4.7 Substance Use Treatment
- 4.8 Educational Support
- 4.9 Life Skills Development
- 4.10 Legal Services
- 4.11 Employment Services
- 4.12 Vocational Training
- 4.13 Credit counseling

- 4.14 Financial literacy training
- 4.15 Transportation
- 4.16 Reunification/Problem-Solving
- 4.17 Tenancy Rights and Responsibilities
- 4.18 Landlord Relations
- 4.19 And others as identified and needed.

5. Referrals:

When a referral is made to any community service, case managers shall provide a warm hand-off and follow-up to ensure the linkage has been made successfully. All referrals should be noted in HMIS.

6. Transfers to another program:

If a program determines the participant needs a different level of support than is provided by TLS, they must refer the participant to a “better-fit” program through the CES SPA process. Please see the [CES Transfer Policy](#).

6.1 If the participant is going through a transition to a different program, the TLS program must continue to provide the full range of services to that participant until such time as the participant is fully integrated into the new program and a warm hand-off has been accomplished.

6.2 Homelessness Status: As long as the participant is still enrolled in the Time Limited Subsidy Programs (TLS), that participant maintains their homelessness status, as well as their chronic status relative to eligibility for PSH or other housing programs. Programs must review [HUD FAQ 529](#) to ensure chronic homeless status and eligibility for PSH for participants enrolled in Rapid-Re-Housing is fully understood.

6.3 Programs shall annually recertify participants’ eligibility for the program. Certification will include verification of income and authorization signatures.

7. Continuous Assessments:

Programs must continually assess participant needs and provide individualized services and/or referrals needed to make progress towards housing stability.

7.1 Programs may consider the use of the Critical Time Intervention model that has been modified for use with Rapid-Re-Housing as a part of their housing supports work.

8. Six Months Extra Case Management:

Participants are eligible for up to six (6) months of case management after financial assistance is completed if continued case management is needed.

VI HOUSING IDENTIFICATION SERVICES

1. Housing Identification and Attainment Required

Housing Identification is required unless the program is funded to serve Single Adults, in which case Housing Navigation provides these services. Programs must identify housing resources and develop

relationships with property owners, property management companies, and landlords throughout their respective regions to increase the permanent housing opportunities for participants. Programs will be responsible for identifying available and appropriate housing units, cataloging unit specifications, reviewing, and negotiating leases with landlords/property managers, conducting unit site visits and provide support regarding budgeting for housing expenses.

- 1.1 LAHSA recommends that programs identify specific staff to be responsible for the work involved in identifying and engaging with new landlords for finding units for their participants. This work is time-intensive and requires specialized skills and is best not included in the responsibilities of case managers.
- 1.2 In addition to the work being done by program staff to identify units and engage with landlords, the [PATH Lease Up Program](#) provides access to hundreds of available units across LA County by providing holding fees, risk mitigation funds, and Tenant Screening Reports to make assisting participants in identifying available units easier.

2. Housing Search Assistance:

Programs must assist participants in their housing search process. Assistance includes:

- 2.1 Assisting participants in meeting with landlords. This includes preparing the participants to understand the requirements of the lease, expectations for tenancy, requesting maintenance, among others.
- 2.2 Meeting with clients as prescribed below to ensure the client continues to progress forward. That may include assisting with benefit applications, referrals to other agencies, employment/job search assistance, etc.
- 2.3 Programs are responsible for necessary housing inspections and ensuring that housing meets habitability standards (**See Appendix V**). If the program works with Lease Up, Lease Up manages all needed inspections.

3. Housing First:

In a Housing First program staff must take all reasonable steps to ensure that the rent for the unit is reasonably in reach for the participant once financial assistance has ended. Programs must assist the Participant with budgeting to ensure housing sustainability upon exit. Programs must commit to a significant focus on assisting participants to consider shared housing as a possible housing placement.

- 3.1 Transitions if can't afford Rent: If the participant completes their primary housing retention goals, but cannot afford the full rent at the end of the proscribed length of the program, a referral to other affordable housing such as those for seniors, people with disabilities, tax credit units, vouchers and others such as [the Shallow Subsidy Program](#) should be considered.
- 3.2 Serving Zero Income Participants: Programs cannot withhold housing participants because they have zero income. Programs are required to house every participant and then work with them to ensure they can sustain their housing through their case management services.

4. Supporting Landlord Partners:

Programs must provide support to their landlord partners as needed by responding to calls of concern or for assistance in a rapid fashion (within 24 hours); working collaborative with landlords to address participant lease violations; ensuring that rental payments are made on time; and providing dispute mediation for the Landlord and the participant.

4.1 See [LA City and County RRH Minimum Practice Standards](#) document section on Customer Service Supports for Landlords and Property Managers for more detail on expectations for working with landlords.

5. Leases:

Programs must ensure that participants sign a lease that is in accordance with the Rental and Lease Standards found in [Appendix V](#). For participants who enter into a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

VII. FINANCIAL ASSISTANCE

1. Rent and Move-In Assistance

Programs must provide the financial assistance needed to identify and maintain housing. See [Appendix IV](#) for details about categories of financial assistance. Rental Assistance must be flexible and individualized utilizing a Progressive Assistance approach and ensure the Participant can reasonably be able to maintain the housing once the temporary rental assistance ends.

2. Rental Arrears

Programs may pay rental arrears only if necessary to rehouse a participant. A maximum of 6 months of arrears can be paid. This should be used only to pay arrears on a previously leased unit that is preventing a participant from moving into a new unit.

2.1 TLS cannot pay rental arrears for housed participants that are not enrolled in the TLS program.

2.2 If the participant has accrued arrears after exiting the TLS program, the participant should be referred to other resources such as Homeless Prevention or 211.

2.3 If the participant is currently enrolled and in a unit, any payments made to current landlords would be considered rental assistance. If the participant accrues a balance while enrolled, it is considered rental assistance.

3. Progressive Assistance

Progressive Assistance requires that over time, the participants will gradually assume more and more responsibility for the cost of the rent for their unit. Progressive Assistance recognizes that this increase may occur gradually but must also be flexible enough to move backwards if the participant faces a new financial crisis, requiring the Program to assume more of the cost of rent for the time being.

4. Budgeting

Program must provide support regarding budgeting for housing expenses by helping the participant to understand their responsibilities as well as how to reduce costs to help maintain their housing. In addition, Programs shall assist participants in meeting basic needs at move-in by securing basic furnishings and appliances (if not provided by the landlord). Eligible categories of financial assistance can be found in

Appendix IV. Providers should create a budget at intake and update it every 90 days.

5. Progressive Assistance Time Frames

Program must ensure that the following timeframes are followed for assessing when a Participant can begin to pay a portion of the rent:

- 5.1 If a participant has income when they enter the program, staff should discuss rent sharing with the participant no later than three months after moving into housing. If the participant has zero income at this time, this should be a signal that the two parties must increase the focus on establishing income.
- 5.2 No later than six (6) months after moving into housing and Program providing 100% of rental assistance (only if needed), if the participant has zero income at this time, this should be a signal that the two parties must increase the focus on increasing income immediately.
- 5.3 A solid best practice is to begin the rent sharing by requesting that the participant contribute 30% of their income towards their rent. However, if the participant's only income is low, GR for example, that may not be reasonable. The goal for case managers is to assist the participant in understanding and beginning to contribute something toward the rent whenever they have income.
- 5.4 This guidance is not meant to suggest a rigid approach to determining the participant's contribution toward the rent, but rather to provide guidance about how to approach this, often difficult, topic. Rental assistance must be flexible and individualized utilizing a Progressive Assistance approach and with the goal of working toward the ability of the participant to be able to afford the full rent by the time they exit the TLS Program.
- 5.5 Programs must provide support regarding budgeting for housing expenses by helping the participant understand their responsibilities as well as how to reduce costs to help maintain their housing. In addition, Programs shall assist participants in meeting basic needs at move-in by securing basic furnishings and appliances if not provided. Eligible categories of financial assistance can be found in Appendix IV.

6. Financial Policies and Procedures

Programs must have policies and procedures that manage the monitoring and coordination of the use and disbursement of financial assistance including: the process for ensuring that all rental assistance payments are timely; those payments are paid to appropriate parties; and how to determine the amount of rental assistance that will be provided following a progressive assistance approach. This also includes timely and accurate data entry in the LA CoC HMIS system (or participant file) and documentation of financial expenditures. Programs shall not provide financial assistance directly to any program participant, rather Programs will ensure that landlords, utility providers and other such services are paid directly. Programs must ensure that all payments are timely.

- 6.1 Programs must manage payment in a manner that does not result in lease violations for the participant or other penalties related to lack of timely payment. Late payments to landlords or other such services could potentially be grounds for termination of the contract. Programs will be

responsible for paying any penalties or late fees resulting from their r. agency's failure to process rental payments in a timely manner.

- 6.2 Programs must have documented verification of ownership before providing any payment including security deposits or rental assistance. To reduce potential barriers to engaging new property owners, LAHSA encourages that programs do not ask for grant deeds or tax records and instead use a data base to confirm ownership. Lease Up handles the verification of ownership, if Programs utilize their program.

VIII. LENGTH OF ENROLLMENT/PROGRAM EXITS

1. 24 Months

LAHSA TLS programs allow participants to receive up to 24 months of financial assistance if needed. The 24 months of assistance allowed by TLS, is counted by the number of months that financial assistance is provided. The length of time a participant does not receive financial assistance, is not counted towards their 24 months' timeline.

2. Financial Assistance Extension Requests (FAER)

- 2.1 If additional months of financial assistance are required beyond the 24 months, providers must submit a FAER request. The FAER should include a transition plan and justification for how the additional assistance will support the household to maintain permanent housing.
- 2.2 The FAER should only be used for the following, but not limited to
 - 2.2.1 Requesting additional months of financial assistance exceeding 24 months;
 - 2.2.2 Other unique situations not covered by the SRS;
 - 2.2.3 Other costs not noted in the SRS, only as permitted by funding sources
- 2.3 Prior to submitting to LAHSA staff, the request should be reviewed and approved by Program Manager
- 2.4 Providers must obtain LAHSA approval prior to rendering any financial assistance beyond 24 months.

3. Exits

Programs may exit participants from Case Management and Financial Assistance services in collaboration with the participant when the any of the following conditions are met:

- 3.1 Participant and program agree that the participant has completed the primary housing retention goals outlined in Housing and Services Plan and the Participant and Case Manager believe that the participant has reached a reasonable level of retention in permanent housing.
- 3.2 If Participant relocates to another CoC; however, the Program may continue to provide services if it is possible to do so (as in a neighboring CoC) and if monthly meetings can continue to be provided.
- 3.3 If Participant utilizes reunification services or otherwise self-resolves their housing crisis.
 - 3.3.1 If the participant is already in a lease, the program must coordinate with the landlord to ensure that the landlord does not suffer any negative financial consequences.

- 3.4 If Participant will be hospitalized or incarcerated for ninety (90) days or more. If participant is in housing, the Program must provide necessary assistance to ensure the participant's absence does not result in a lease violation.
- 3.5 If Participant is dually enrolled in another Permanent Housing program. This includes Department of Health Services (DHS) and Department of Mental Health (DMH) housing programs.
- 3.6 If the participant cannot sustain the unit at the time of exit, Programs shall **NOT** exit them without first offering referring them to an alternative housing resource. All referrals and efforts to connect participants to referrals must be documented in HMIS.

4. Participant Engagement

Participant engagement is the responsibility of program staff. Staff should always be working to ensure that they are in regular contact with the participant and have established an engaged relationship. If a staff person falls out of contact with a participant and cannot reach them, they must take due diligence to attempt to reconnect. A participant can only be terminated from an TLS Program for lack of contact after ninety (90) days and multiple, demonstrated [and documented] attempts to reach and talk with the participant by the Program staff. If the participant is in a lease, the Program must coordinate with the landlord to minimize the financial consequences to the landlord.

- 4.1 Participant's refusal to engage in case management cannot be a reason for exiting the participant from the program.

5. May Not Exit Participants:

Program must NOT exit participant from the program due to:

- 5.1 Active substance use
- 5.2 Failure to abide by participant budget
- 5.3 Noncompliance with Housing and Services Plan
- 5.4 Active Health Issues
- 5.5 Medication non-compliance
- 5.6 Desire to be assigned to another case manager
- 5.7 Being evicted from their unit

6. Terminations

Program may exit (terminate) a participant pursuant to its termination policies and procedures, however, program termination policies and procedures must not conflict with any parameters set forth in the LAHSA Program Standards or Scope of Required Services.

7. May Exit

Program may exit (terminate) for the following reasons:

- 7.1 Possession of weapons
- 7.2 Sexual misconduct/assault
- 7.3 Behaviors that are a danger to others
- 7.4 Verbally/physically threatening behaviors
- 7.5 Physical violence to staff and/or other participants
- 7.6 Direct observation of participant engaging in illegal activity on contractor's site.

8. Terminations for other reasons not stated above must be approved by LAHSA’s Quality Standards Unit within the Interim Housing Department by either contacting LAHSA’s grievance email: grievances@lahsa.org, or contacting the Grievance Hotline: 213-225-8442. Program must have a procedure that describes how a program participant will be provided a written termination notice, when termination occurs.
9. LAHSA must be notified immediately of incidents that result in injury, any actions of violence, signs of contagious disease, signs of abuse/neglect, death of participants and/or staff, damage/theft to facility and/or property by participants and/or staff, or emergency personnel (fire, first responders, police, sheriff, etc.) being discharged to any and all of the Contractor’s facilities receiving LAHSA funded-homeless services and the resolution of the incident. [LAHSA Incident Report](#).
10. For more information about terminations/exits from a program, see the [LAHSA Program Standards](#) section on Terminations Policies and Procedures and the section on Health, Safety, and Incident Reports.

IX. EDUCATIONAL REGULATIONS/REQUIREMENTS (for Family programs only)

1. Program must, as required by the McKinney-Vento Act (and as amended by the HEARTH Act) Title IX, Part A of the “Every Student Succeeds Act” (ESSA), demonstrate that they have established education-related policies and practices for minors enrolled in their program. The Program must document education-related policies and practices for program clients, as well as the procedures to ensure compliance.

X. COMMUNITY BASED COLLABORATIVE REQUIREMENTS

1. Programs must adhere to the [LAHSA Program Standards](#) on Community Based Collaborations.

XI. PROGRAM OBLIGATIONS

1. Programs must adhere to the Program Obligations found in the [LAHSA Program Standards](#).

XII. PERSONNEL (for additional personnel requirements see the LAHSA Program Standards)

1. **Domestic Violence Staff:**
Program shall ensure that all staff and volunteers that work with, or come into contact with households experiencing or fleeing domestic violence or intimate partner violence meet the definition of “Domestic Violence Counselor” set forth by [California Evidence Code 1037.1](#).
2. **Number and Experience of Staff:**
Program shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Scope of Required Services (SRS).

3. Provide Staff with Tools:

Program shall provide all staff the tools needed to successfully accomplish their work with participants including:

- 3.1 Computers and/or laptops/tablets
- 3.2 Internet connectivity while in the field and working from home
- 3.3 Access to files and email while working remotely
- 3.4 Cell phones
- 3.5 Space where they can have private meetings with participants as needed for privacy

XIII. HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

1. Data Requirements from Program Standards

Programs must adhere to the HMIS Data Collection and Participation Requirements found in the LAHSA Program Standards, unless they are a Victim Service Providers (VSP) who are exempt from using HMIS.

1.1 Victim Service Providers

VSPs are required to provide aggregate data as needed by LAHSA staff.

2. Data Entry within 3 Days

Data collected from participants including the required data elements identified in the HMIS Data Standards and any subsequent updates must be entered into HMIS within three (3) business days. If/when data is collected on a physical paper form, the data entry policy still applies: The data are to be transferred to HMIS no later than three (3) business days. The usage of paper forms needs to follow the guidelines set forth by the grantor, especially paper forms that include the participant's signature or are required to be a part of the master file.

2.1 Housing Move-In Data

Programs must enter housing move-in data into HMIS on the same day the participant takes physical occupancy of any type of permanent housing. It is required for the Head of Household only.

2.2 In the event a participant is transferred into a TLS program having already moved into a permanent housing unit, the participant's program start date and the Housing Move-in Date will be the same.

3. Exit Destinations in HMIS

Exits must be entered in HMIS and must indicate where the participant is expected to stay after they complete or stop participating in the program. The destination response category must reflect what most closely matches where the participant will be staying after exiting the program.

4. For more details on HMIS responsibilities, see the [LAHSA Program Standards](#).

XIV. PARTICIPANT MASTER FILE AND DOCUMENTATION

Programs must maintain a file for each participant enrolled that includes but is not limited to Core Documents and necessary documentation.

Document	Guidance	Required to be uploaded into HMIS
Participant Identification	Required - See Appendix II	Yes
LA CoC Homeless Certification	Required- - See LAHSA approved form. See Appendix I	Yes
Income Documentation	Required - See Appendix VI and VII	No, but required for participant file
Household Composition and Income Eligibility Form	Required - Use LAHSA approved Household Composition and Income Eligibility Calculator on MyOrg. Once completed print out form and place in file.	No, but required for participant file
Proof of Ownership	Must be obtained before any payments are made. Print Out from Property Ownership websites, etc. or a deed of ownership from the owner/landlord will suffice.	No, but required for participant file
Rent Reasonableness Form	Required - See LAHSA approved Rent Reasonableness Form 1652	Yes
W-9 of Landlord	Required - If providing a Security Deposit and/or Rental Assistance. Must be uploaded before any payments are made.	Yes
Financial Assistance Receipts/documents	Required - See Appendix IV . Must track all financial assistance in HMIS.	No, but required for participant file
LAHSA Habitability Standards for Permanent Housing Form	Required - See LAHSA approved form 1083 See Appendix VI and VI-A	Yes
Rental Agreement/Lease	Copy uploaded to HMIS Required for all housing placements (or participant file)	Yes
Grievance Procedure Acknowledgement Form	Agency created form. Must be dated and signed by the participant and Contractor at enrollment	No, but required for participant file
Housing Plans	Required- track the date the HSP was completed in HMIS (or participant file) and any updates to the plan. Provider created or LAHSA HSP forms can be used. See LAHSA Form 1186 Part A: Housing Search Plan (Family and Youth Providers Only) Part B: Housing Retention Plan Part C: Transition Plan	Yes
Case Notes	Required: Document every engagement with the participant especially the monthly (minimum) home	Yes



**2023-2024 Time Limited Subsidy (TLS) for
All Populations (including
Domestic Violence (DV)/
Intimate Partner Violence (IPV);
Scope of Required Services (SRS)**

	visits into HMIS (and participant file)	
Budget	Required: Must use a budgeting tool to support case management and progressive assistance	Yes
Annual Recertification	Required- see LAHSA approved Annual Recertification Form	Yes
Exit Summary in HMIS	Required: Complete exit in HMIS NOT A SEPARATE FORM	Yes

APPENDIX I. HOMELESSNESS DEFINITIONS

<p>Category 1</p>	<p>Literally Homeless</p>	<ul style="list-style-type: none"> • Written observation by the outreach worker; or • Written referral by another housing or service provider: or • Certification by the individual or head of household seeking assistance stating that s/he/they was living on the streets, in a shelter, another place not meant for human habitation, or a hotel/motel paid for by a homelessness services organization <p><u>Use LA CoC Homeless Certification Form and upload to HMIS</u></p> <ul style="list-style-type: none"> • For individuals exiting an institution (treatment program, jail, prison, hospital)—one of the forms of evidence above and: <ul style="list-style-type: none"> ○ Discharge paperwork or written/oral referrals, or ○ Written record of intake worker’s due diligence to obtain evidence and certification by the individual that exited the institution
<p>Category 4</p>	<p>Survivors, Fleeing/Attempting to flee DV, IPV, Sexual Assault, stalking or Human Trafficking</p>	<ul style="list-style-type: none"> • For victim services providers: • An oral statement by the individual or HOH seeking assistance which states: they are fleeing, experiencing trauma or a lack of safety related to, or fleeing or attempting to flee, they have no subsequent residence, and they lack resources. Statement must be documented by a self-certification or a certification by program staff. For Non-Victim services providers <ul style="list-style-type: none"> ○ Oral statement by the individual or HOH seeking assistance that they are fleeing, experiencing trauma or a lack of safety related to, or fleeing or attempting to flee. This statement is documented by a self-certification or by program staff. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and ○ Certification by the individual or HOH that no subsequent residence has been identified; and ○ Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.
<p>REQUIRED FORMS</p>		<ul style="list-style-type: none"> • LA CoC Homeless Certification Form
<p>Status must be documented in HMIS or participant file</p>		<ul style="list-style-type: none"> • Use the HMIS Client Summary Report or • LA CoC Homeless Certification Forms (above)

APPENDIX II. ELIGIBILITY INFORMATION

CATEGORY	GUIDANCE
<p>Populations Served</p>	<p><u>Adults</u>: individuals or household where all members are 18+</p> <p><u>Youth</u>: Individuals between the ages of Ages 18-24 enrolled in TAY TLS program prior to turning 25 will remain eligible for services until exited, regardless of age.</p> <p><u>Families</u>: Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.</p> <p><u>Qualified Dependent</u>: An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.</p>
<p>Participant Identification</p>	<ul style="list-style-type: none"> • If a participant does not have identification at the time of program screening, <i>program must not deny enrollment into the program and rather, assist the participant in obtaining whatever ID is needed after enrollment.</i> • Participant must (eventually) have a form of identification on file. • Acceptable forms of ID <ul style="list-style-type: none"> ○ <u>Category A</u>: acceptable forms of government ID <ul style="list-style-type: none"> ▪ State-issued DMV ID ▪ State-issued DMV driver’s license ▪ Passport/Passport Card ▪ US Military ID ▪ Immigration Services ID (USCIS) ▪ Visa issued by the US Depart. Of State ▪ Government issued ID ○ <u>Category B</u>: alternative photo ID <ul style="list-style-type: none"> ▪ Student ID ▪ Shelter ID ▪ Employment ID ▪ Bank/Debit/Credit Card ▪ Transportation Card (Metro) ▪ Library Card ▪ Gym Membership Card ▪ Warehouse Club Membership Card ○ <u>Category C</u>: Alternative non-photo ID <ul style="list-style-type: none"> ▪ Birth Certificate

	<ul style="list-style-type: none"> ▪ Utility Bill ▪ Lease/Rental Contract ▪ School Records ▪ Medical/Dental insurance card ▪ Debit/bank card ▪ Credit Card ▪ Legal records/court document ▪ Tax Identification Number (TIN)/paperwork ▪ Social Security Card ▪ American Automobile Association Card (AAA) ▪ American Association of Retired Persons Card (AARP) <p>IMPORTANT: <i>If the person does not have anything in Category A, they may provide one from Category B <u>AND</u> one from Category C</i></p> <p>A copy of a Social Security Card is not a requirement</p>
Income	Participant must be at or below 50% AMI and must be re-evaluated annually as to their income is within this level. Documentation must be placed in HMIS or in participant file if DV/IPV provider. Please see Appendix VI and VII for income documentation guidance.
Ongoing Eligibility	Participants' eligibility must be re-evaluated annually to ensure that their income does not exceed 50% AMI for LA County
Geography	Household must be a current resident of the County of Los Angeles. If the person reports that they slept within the County geographic boundaries the previous night, they meet the requirement that they are a resident of Los Angeles County.
Veterans	Must not be eligible for Supportive Services for Veterans Families (SSVF); Verification from an SSVF provider that the Veteran has utilized all available SSVF resources or does not qualify for SSVF is required to serve participants.

APPENDIX III. ELIGIBLE SUPPORTIVE SERVICES

Supportive Services	Guidance
Case Management	Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of program participant(s), including: <ul style="list-style-type: none"> • Intake Assessment - Providing ongoing risk assessment and safety planning for survivors of DV/IPV • Housing focused case management • Counseling • Developing, securing, and coordinating services • Obtaining Federal, State, and local benefits • Monitoring and evaluating program participant progress • Providing information and referrals to other providers • Developing an individualized housing and services plan, with a focus on a path to permanent housing • Providing home-based face-to-face services • Support associated with the entire housing search, attainment and move-in process • Conducting required annual assessment of service needs (re-evaluation) • May provide case management up to 6 months after the assistance stops • Must meet with participant at least once per month, preferably in their home
Child Care (COC funded programs only)	<ul style="list-style-type: none"> • CoC Supportive Services Funds for Child Care: If CoC funds are used to provide childcare to homeless families, according to COC Interim Regulations at 24 CFR 578.53(e)(4), the programs must be licensed. • Programs must ensure that children in childcare must be under the age of 13 unless they have a disability and are under the age of 18
Education Services	The costs of improving knowledge and basic educational skills
Employment Assistance & Job Training	The costs associated with assisting a participant in accessing a job, training programs, etc. including licensing fees, some specific elements of clothing tied to a job (boots, etc.)
Housing Search & Counseling Services	Assist participants in locating, obtaining, and retaining suitable housing, including: <ul style="list-style-type: none"> • Housing search • Tenant counseling • Understanding leases • Arranging for utilities • Making moving arrangements • Mediation with property owners and landlords • Credit counseling, accessing a free personal credit report, and resolving personal credit issues • Payment of rental application fees, Security Deposits and other required fees associated with moving in.

APPENDIX IV. ELIGIBLE FINANCIAL ASSISTANCE

Type of Assistance /Cost Category	Activity	Guidance	Documentation
Financial Assistance	Landlord Incentives (Non-CoC funded)	<p>Maximum Allowable: Up to \$1500</p> <p>Vacancy Loss Fee: Payment Up to 1 month’s rent, if mediation is unsuccessful in resolving landlord vs. tenant dispute, or egregious violations of lease, or safety issues concerning tenant that would require immediate removal from property/lease, or if tenant is evicted from the unit for good cause.</p>	<ul style="list-style-type: none"> • Receipt • Copy of the lease • W-9 on file •
Rental Assistance	Rental Assistance	<p>Up to twenty-four (24) months and includes first and last month’s rent.</p> <p>Assistance cannot be provided to a participant who is already receiving rental assistance or living in a housing unit receiving rental assistance or operating assistance through other Federal, State, or local sources. This includes Housing Choice Vouchers, Emergency Housing Vouchers, Section 8, Low Income Housing Tax Credit Properties, and other subsidized units. Providers should review participant’s lease to verify if the unit is being subsidized through a tax credit. If needed, consult with your LAHSA Coordinator to determine if the Tax Credit property is subsidized.</p>	<ul style="list-style-type: none"> • Lease Agreement • Landlord W-9 • Proof of Property Ownership • Receipt(s) of payments • Habitability Inspection (See App V) •
Financial Assistance	Security Deposit	<p>Payment amount should not exceed two (2) month’s rent unless fully furnished (See CA Civil Code 1950.5).</p> <p>Security deposits can be utilized as often as <i>necessary</i> to ensure participants become/remain permanently housed.</p>	<ul style="list-style-type: none"> • Lease Agreement • Landlord W-9 • Proof of Property Ownership • Inspections (see above) • Receipts
Rental Assistance	Rental Arrears	<p>Only if necessary to re-house. Maximum of six months of arrears.</p> <p>When a participant is enrolled and, in a unit, any payments made to current landlords would be considered rental assistance, not rental arrears. If the participant accrues a balance while enrolled in TLS, it is considered rental assistance, not rental arrears.</p>	<ul style="list-style-type: none"> • Statement or receipts

		<p>If the participant has accrued arrears after exiting the TLS program, the participant should be referred to other resources such as Homeless Prevention or 211.</p> <p>TLS cannot pay rental arrears for housed participants that are not enrolled in the program.</p> <p>DOES NOT count toward the 24 months of assistance.</p>	
Financial Assistance	Utility Deposit	<p>Standard deposit required for each needed utility (incl trash). Maximum of one (1) deposit per 12-month period per utility. Eligible utilities include electric, gas, water, and trash.</p> <p>DOES NOT count toward the 12 months of Utility Assistance.</p>	Copy of bill or receipt of payment.
Financial Assistance	Utility Assistance	Up to twelve (12) months including first month's payment.	Copy of bill or receipt of payment.
Financial Assistance	Utility Arrears	Maximum six (6) months of arrears per utility (including late fees). DOES NOT count toward the 12 months of Utility Assistance.	Copy of bill or receipt of payment.
Financial Assistance	Move-In Expenses	<ul style="list-style-type: none"> o Application Fee, Key fee, etc. o Storage Fees (Up to three (3) months) o Cost of truck rental or hiring a moving service, etc. 	<ul style="list-style-type: none"> • Receipts • Storage: bill reflecting monthly fees • Copy of lease
Financial Assistance	Essential Furnishings	<p>Eligible items include but are not limited to:</p> <p>Appliances: Lamp, fan, microwave, refrigerator, TV, and stove.</p> <p>Bedding: mattress, box spring, & frame</p> <p>Furnishings: basic bedroom & living room items including sofa, futon, love seat, dresser, coffee table, nightstand, & dining set.</p> <p>Linen: Bath towels, dish cloth, comforter, sheets, bathmat, pillow, & shower curtain.</p> <p>Kitchen: Bakeware, cookware, dinnerware, flatware, & glassware.</p> <p>Cleaning Supplies: Trash can, trash bags, broom & pan, cleaner, cleaning towels, vacuum, mop + pail, laundry detergent, sponges.</p>	<ul style="list-style-type: none"> • Copy of the itemized receipt • Copy of all receipts • Copy of Lease • Delivery confirmation
Financial Assistance	Damage Mitigation	<p>COC Funded Programs Only</p> <p>May not exceed an amount equal to one (1) month of rent and limited to one (1) time per participant during enrollment.</p>	<ul style="list-style-type: none"> • Invoice • W9
Financial Assistance	General Housing Assistance	Document Fees: birth certificates, identification or other docs needed for employment and/or housing.	Receipts

		<p>Employment: expenses related to gaining or keeping employment and/or housing: uniforms, tools, driver’s license, license/certification costs; financial literacy costs, credit counseling, short-term vocational training, and more.</p> <p>Transportation: As needed for housing search and placement including rideshare programs and costs for public transportation.</p> <p>Auto repair and registration if related to employment and/or housing. Not to exceed \$500. If car repairs exceed this limit, consult with your LAHSA Coordinator before approving the payment.</p>	
Financial Assistance	Tenant Screening Reports	Costs to cover a subscription to a tenant screening service that will provide information about landlord barriers that participants may experience. This is not to be used to screen participants out of the program. Rather, this facilitates better landlord/tenant matching. Must have signed consent of participant.	Invoice receipt
Motel Vouchers	Motel Vouchers (Families Only)	The payment for the motel voucher must be made directly to the motel/hotel/owner. Family Programs do not have an assistance limit on motel vouchers and can either use their DPSS or MH B3 funding for financial assistance with motels.	Invoice receipt
Financial Assistance	Reunification Assistance	<ul style="list-style-type: none"> • Transportation method must be most cost-effective available. • Paid directly to transportation provider (bus, train, plane). • Providers can use discretion on fuel costs for participants with autos seeking to reunify. Must document mileage and estimated fuel costs for gas card. • Auto repairs for reunification must be classified as General Housing Assistance and meet those standards. 	<ul style="list-style-type: none"> • Standards about cost and destination • Reunification Services Request form
	Payment Standard	Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before prescribed due date.	

*For any financial assistance requests that are beyond the scope of the SRS, Provider must submit to LAHSA a [financial assistance request form](#).

APPENDIX V. TLS RENTAL HOUSING and LEASE STANDARDS

	Guidance
Housing Standards	<p>Prior to the issuance of any financial assistance, Programs must physically inspect each unit to assure it meets the appropriate inspection by funding (see below).</p> <p>Units must pass LAHSA Habitability Standards utilizing LAHSA form</p> <ul style="list-style-type: none"> • Units inspected by PHAs do not require LAHSA Habitability Standards Inspection form but should add an HMIS case note documenting PHA inspection approval. • COC Funded Programs Only: Units must meet HUD Housing Quality Standards (HQS) as outlined in 24 CFR 982.401. Must be completed by a trained and certified inspector from the Housing Authority. See Annual re-inspection must be started within 365 days of the last inspection. COC funded Programs are only required to complete the HQS and not the habitability inspection.
Fair Market Rent(FMR) & Rent Reasonableness	<p>Units meet HUD’s rent reasonableness standards¹. See 578.51(g) utilizing the LAHSA Rent Reasonableness Form</p> <p>This standard is designed to ensure that rents being paid are reasonable in relation to those being charged for comparable unassisted units in the same market (within 1 mile of the participant’s unit). Providers must use standardized “Rent Reasonableness” form. If a unit exceeds the 120% FMR ceiling, ensure rent reasonableness form support justification for use of Program funds to pay for unit above FMR price.</p>
Lease Requirements	A written lease between the owner and the program participant is required.
Use with Other Subsidies	<p>Ongoing rental assistance cannot be provided to a program participant who is receiving financial assistance for housing from federal, state or local sources such as a HCV, EHV, Section 8 Voucher, or in a Low-Income Tax Credit Property or other subsidized unit.</p> <p>*The use of one-time financial assistance can be provided for move-in costs.</p>
Geography	<p>Contractors are permitted to locate housing outside of Los Angeles County if the participant desires to relocate.</p> <p>A housing inspection (based on funding stream-see above) must be completed and the rent must be “reasonable”</p> <p>Housing Retention Plan documents show relocating outside of Los Angeles County will ultimately result in the participant achieving housing retention. If participant needs ongoing financial assistance and supportive services, contractor must arrange to provide these services, if it is reasonably possible.</p> <p>If the participant does not need ongoing assistance after entering permanent housing, contractor can provide financial assistance.</p>
Lead Based Paint Remediation and Disclosure	Program staff will provide participant with the approved EPA lead-based paint informational brochure before lease signing. Link to the brochure .
Written Standards	<p>Recipients and sub-recipients must develop and implement written policies and procedures for:</p> <ul style="list-style-type: none"> • Determining and prioritizing which eligible participants will receive TLS assistance. • Determining the amount or percentage of rent and utilities each program participant must pay.



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	<ul style="list-style-type: none">• Determining how long a program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time.• <i>Program must not create policies that are more stringent than the LA COC policies.</i>
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APPENDIX VI. DETERMINING PARTICIPANT INCOME-INCLUSIONS

INCOME INCLUSIONS	
<p>The following types of income must be counted when calculating annual income for purposes of determining eligibility for this program:</p> <p>If the participant is unable to provide income documentation the participant can complete Self Declaration of Income/ No Income Form. Programs must continue to work with the participant to obtain income documentation.</p> <p><i>All funding Streams</i></p>	
GENERAL CATEGORY	DESCRIPTION
Earned Income	The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
Self- Employment/Business Income	The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness must not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the household.
Interest & Dividend Income	Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness must not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income must include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.
Pension/Retirement Income	The full number of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (but see No. 8 under Income Exclusions) (e.g., SSDI).
Unemployment and Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).
Alimony and Child Support Income	Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling.
TANF/ Public Assistance	TANF/Public assistance received by the household.



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Armed Forces Income	All regular pay, special pay, and allowances from the Armed Forces (whether or not living in the dwelling) who is head of household, spouse, or other person whose dependents are residing in the unit.
G.I. Bill Housing Stipend	The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.

APPENDIX VII. DETERMINING PARTICIPANT INCOME-EXCLUSIONS

INCOME EXCLUSIONS The following <i>types of income are not counted</i> when calculating annual income for purposes of determining eligibility: All funding streams	
GENERAL CATEGORY	DESCRIPTION
Inheritance and Insurance Income	Lump-sum additions to the participants assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in Income Inclusions).
Earned Income of Children	Earned income from employment of household members under the age of 18 years (including foster children).
Income from Foster Care	Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone).
Medical Expense Reimbursements	Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses for any family member.
Income of Live-in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution. Note: includes G.I. Bill Student Financial Aid.
Armed Forces Hostile Fire Pay	The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
Various "Self-Sufficiency" Program Incomes	<ul style="list-style-type: none"> • Amounts received under training programs funded by HUD. • Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). • Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program. • Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a local government) or as resident management staff. Amounts excluded by this provision must be received under employment training

	programs with clearly defined goals and objectives and are excluded only for the period during which the participant is active in the employment training program.
Temporary Income	Temporary, non- recurring, or sporadic income (including gifts).
Reparation payments	Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by person who were persecuted during the Nazi era. E.g., payments by German and Japanese governments for atrocities committed during the Nazi era.
Full Time Student Exclusion	Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household or spouse).
Social Security & Supplemental Security Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
Income Tax and Property Tax Refunds	Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
Developmental Disability	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the person at home.
VA Disability Compensation Income	Deferred periodic amounts from VA Disability Compensation (Service-Connected Benefits) that are received in a lump sum amount or in prospective monthly amounts.
Home Care Assistance	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled family member at home.
Other Exclusions	Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the Federal Register and distributed to housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary.