

This Scope of Required Services (SRS) for Housing Navigation Program (Navigation) contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving Navigation services. This SRS and the documents that are included with all contract documents in combination with the [Program Standards](#), the Program Profile and Key Performance Indicators (KPI's, formerly called Performance Outcomes), together, comprise the entire Statement of Work for the Housing Navigation Program. The Los Angeles Homeless Services Authority (LAHSA) maintains the right to make changes 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 it deems necessary. Any of these notices will by fact of being sent to the Contractor become a part of the Contractor's obligations.

HOUSING NAVIGATION PROGRAM OVERVIEW

Housing Navigation Program (Navigation) bridges a critical gap in services in the Los Angeles Continuum of Care (LA CoC). It provides housing-focused supportive services for people experiencing homelessness in locations as identified by LAHSA with the goal of helping them identify, apply for, secure and move into permanent housing within 120 days of Navigation enrollment. Each subpopulation of participants has different approaches to the use of Housing Navigation. This SRS explains each. Housing Navigation Programs adhere to Housing First, Low Barrier, Harm Reduction and Trauma-Informed Care approaches (detailed definitions can be found in the [LAHSA Program Standards document](#)). Housing Navigation programs are an integral part of the Coordinated Entry System (CES). CES was created to ensure consistent approaches for access to, and delivery of, services in Los Angeles County. Therefore, Housing Navigation must work in collaboration with the CES, and in coordination with the other LAHSA-funded program components. For more detail about this involvement in CES, please see the [LAHSA Program Standards](#). This SRS provides contractual guidance for the Adult, Family and Youth Systems.



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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 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.
- 2. 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 ensuring the referral is successful. This trauma-informed approach ensures that the participant is effectively connected to the next resource. A warm hand-off consists of the Housing Navigation staff person making the first approach to the TLS staff person, to ensure that it is an appropriate referral and learn who exactly should meet with the participant. Staff should facilitate the connection to ensure the participant is able to work with their new provider.
- 3. Slot-Based Contracting:** In the Slot-Based system of contracting, programs will be awarded funding with the expectation that they will maintain a certain number of service slots for participant enrollments throughout the 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 and available funding. Funding will be based on an established 1:20 case manager to participant ratio as well as other aspects of eligible services including administrative costs all outlined in the SRS. While the number of participants will shift over the course of the year, programs are expected to maintain the caseload ratio and fill any available slots as quickly as possible after exiting a participant from a slot. The Slot-Based System also identifies the maximum number of participants that can be enrolled in the program at any given time.
- 4. 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.
- 5. 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.
- 6. Domestic Violence/Intimate Partner Violence (DV/IPV):** 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. Survivor. DV/IPV Survivors are inclusive of men, LGBTQI+ individuals, families with teenage boys, etc. must immediately be offered a connection to a placement into a domestic violence shelter if requested. The location must be kept confidential to ensure the safety and well-being of the participant. Contractor must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are experiencing trauma, or a lack of safety related to, or experiencing trauma or a lack of safety related to, or fleeing or attempting to flee or attempting to flee or attempting to flee domestic violence, stalking, sexual assault or human trafficking.



ELIGIBILITY FOR SERVICES

Detailed eligibility requirements for Housing Navigation can be found in Appendix I and II.

Homeless Status: Participants must be determined to be homeless (Category 1) per HUD’s Final Rule on “defining Homeless” (24 CFR parts 91, 576 and 578) and (Category 4) per The McKinney-Vento Homeless Assistance Act (42 U.S.C. 11301 et seq.). Please see Appendix I and II for detailed description eligibility.

1. Contractor will be responsible for documenting the determination of the participant’s homelessness status by using the LAHSA approved LA CoC Homeless Certification Forms. This includes reviewing any previously completed forms by a previous program. If the forms are not found in HMIS, the Housing Navigation Program is responsible for obtaining all documentation 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.

Income Requirements: Participants must be determined to be income eligible by meeting the income threshold of at or below 50% Area Median Income (AMI) for Los Angeles County as defined by HUD which can be found in MyOrg or the HUD AMI tables which are updated annually.

1. Contractor is responsible for obtaining all income supporting documents, if not already obtained by the referring agency. If the participant cannot obtain documentation of income or provide proof of income, the Program must complete the documentation as detailed in Appendix I, II, III.
2. Contractor will be responsible for entering the reported income in HMIS. If there is a reported increase or decrease in income, the program must update the change in income in HMIS.

IDENTIFYING PARTICIPANTS

CES Initial Assessment: CES Surveys (CES Survey for Adults, Youth, or Families with Children) are no longer required upon intake. Contractor may complete a new or updated CES Initial Assessment tool at time of intake. Contractor will be required to complete all necessary training to implement CES Initial Assessment Tool(s) as part of client intake. Contractor must comply with any forthcoming guidance regarding updating or replacing existing CES Survey Tools.

Contractor must work collaboratively with the CES Regional Coordinators, Outreach Coordinators, and CES Matchers and other programs as identified by LAHSA to identify eligible participants dependent on the population. Contractor must accept referrals from CES participating agencies including Interim Housing, Outreach, and Transitional Housing Programs. The different prioritized populations are explained below:

1. In the Adult System, participants for Housing Navigation will be identified by the Interim Housing Programs in which they reside in coordination with LAHSA. Participants will be referred to the Housing Navigation Program assigned to each specific Interim Housing Program. Participants shall be identified in accordance with any subsequent guidance provided by LAHSA.
2. In the Youth System, participants for Housing Navigation will be identified as eligible participants enrolled in Interim Housing or Transitional Housing Programs or any appropriate persons identified through the CES SPA system. Eligible participants should be connected to a housing program to be enrolled in Housing Navigation. This includes, but is not limited to, case conferencing with access centers and regional and outreach coordination.



3. In the Family System, eligible households to receive Housing Navigation services will be identified through the Family Coordinated Entry System. This may include, but not be limited to, referrals originating from Outreach, Family Resource Centers, or Family Interim Housing sites across all Service Planning Areas.

All Housing Navigation programs must ensure that their enrollments and exits from the program are up to date in HMIS within 48 hours of a change of status. 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.

Please see **APPENDIX I, II** for detailed description of eligibility of participants being served in the Navigation Program.

Contractor is required to work collaboratively with domestic violence providers to ensure that services are made available to eligible participants in the domestic violence system.

Contractor 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. Contractor shall continue providing services to such participants until the warm handoff is successfully completed.

Contractor must **NOT** screen out participants or deny referrals based on any of the following criteria:

1. Lack of sobriety;
2. Lack of income or employment status;
3. Lack of documentation or identification;
4. The presence or perceived presence of mental health issues, disabilities, or other psychosocial challenges;
5. Lack of Tuberculosis test verification;
6. Past program participation or previous stay at contractor's facilities;
7. Lack of documentation for service animal or emotional support animal;
8. Participant is considered "difficult to work with;"
9. Lack of a commitment to participate in treatment;
10. Criminal background;
11. Presence of or number of evictions;
12. Any other criteria thought to predict challenges/barriers to long-term housing stability.

SUPPORTIVE SERVICES AND ACTIVITIES

In the Adult System, while participants are in the Interim Housing Program, they may be simultaneously enrolled in Housing Navigation until they are housed and moved into a unit. The Housing Navigation Program may continue to work with participants to coordinate a warm hand-off for a period of up to 30 days post housing placement, when necessary. The participant will remain enrolled with the TLS program (or other permanent housing program) for housing retention services.

Contractors providing Housing Navigation services must provide services tailored to meet the needs of the participant. Housing Navigation services are provided either directly by Contractor or through subcontracted services arrangements. Each participant must be assessed for the types of services needed. Please see **Appendix III** for more information regarding eligible services and activities.



Direct Support Services: Programs providing Housing Navigation are funded for the following services:

1. Intake and Enrollment
2. Housing-Focused Supportive Services
3. Limited financial assistance towards move-in expenses
4. Housing Search, Identification, and Placement

All parts of supportive services in Housing Navigation are intertwined and happen almost simultaneously. Housing focused supportive services are a part of finding housing which will depend on the information learned during the intake and enrollment period.

Navigation services will begin upon receiving a referral and will end once the participant has moved into permanent housing and a warm hand-off has been successfully completed to the permanent housing program or Time-Limited Housing Program.

Program staff must conduct a minimum of one (1) face-to-face contact per week with more frequent contacts as needed. While the initial meeting is expected to occur on-site at the Interim Housing site to assess participant housing needs, most participant meetings are expected to involve unit viewings. Every meeting, including the nature of, and outcome of, each meeting, must be noted in HMIS as a program case note. Housing Navigation staff should transport participants to unit viewings and/or property management/housing authority offices to complete applications and execute leases. In addition, any ongoing meetings required by IH sites will need to be attended by Housing Navigation staff.

HOUSING IDENTIFICATION:

Contractor 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, pre-leasing housing inspections and providing support to the participant regarding budgeting for housing expenses.

HN Program housing search, identification and placement activities that must occur on a regular basis include, but are not limited to:

1. Assist participants in locating appropriate housing that meets their needs and expressed desires.
2. Assist participants in meeting with landlords. This includes preparing the participants to understand the requirements of the lease, the lease up process, and expectations for tenancy.
3. Accompany Participant when meeting with landlords.
4. Provide transportation assistance for appointments as needed.
5. Provide financial assistance for necessary application fees and security deposits (if not available elsewhere)
6. Conduct necessary housing inspections and ensure that housing meets habitability standards (See Appendix V).
7. Participant's choice must be considered and be a part of the assessment and planning for appropriate housing.
8. It is recommended that the Contractor incorporates utilization of LAHSA's Housing Location Program, PATH LeaseUp, to support housing search, identification, and placement activities.



Contractors 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 a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

HOUSING FOCUSED SUPPORTIVE SERVICES

The primary objective of housing-focused Case Management/Support Services is to extend support to participants, through an individualized staff to participant relationship. This includes, but is not limited to:

1. Developing a Housing Search Plan (HSP) with the participant,
2. Supporting the work of the IH staff in gathering documents that are required by landlords or housing authorities as needed,
3. Assessing the participant's strengths and barriers (including obtaining a Tenant Screening Report for each participant),
4. Identifying a participant's housing needs and preferences, while also balancing challenges of the housing market.
5. Arranging and transporting participants to property showings and lease signing appointments,
6. Assisting in the completion of housing applications,
7. Advocating with property owners,
8. Managing the connection of utilities,
9. Purchasing and coordinating furniture and move-in arrangements with the participant's housing program staff,
10. And other support associated with the housing placement process.

Program staff must meet with their participants who are still unhoused no less than once a week to discuss, review (as needed) the housing search plan.

If the participant is not able to meet, refuses to meet, or misses their meeting, staff will enter the date of the meeting and an explanation of what occurred in case notes in HMIS.

Navigation services shall always be participant-centered and voluntary. It is the responsibility of the Navigator to ensure successful engagement with the participant. If contact stops, the Navigator must increase attempts at engagement, including ensuring that the current plan is meeting their needs.

Participants' refusal to engage in case management cannot be a reason for exiting the household from the program. See 'Length of Enrollment/Exiting the Program number 4 for more information.

NAVIGATION CASELOAD RATIOS:

Contractors should maintain a ratio of one (1) housing navigator to every twenty (20) participants for optimal service delivery. It is acceptable to maintain a lower navigator to participant ratio when serving youth or when serving a participant that requires extensive engagement. Caseloads should be determined through consultation between line and supervisory staff while examining the level of participant need and the amount of contact necessary to successfully engage the participant in the services.

In the event that any Housing Navigation 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, Contractor will be provided with a three (3) month period in



which to replace lost staff. After that time, Contractor will be expected to lower their caseloads to the original contracted-for level. LAHSA Housing Navigation Coordinators will consider all extenuating circumstances and provide extensions and changes to these rules on a case-by-case basis, as needed.

Housing Navigators must develop a HSP, in coordination with the participant, within the first (three) 3 days of enrollment and uploaded into HMIS. The HSP will serve as the road map for the process of identifying appropriate housing for each participant, the participant's goals and immediate action steps toward those goals. The plan should be updated as the person's/household's situation changes, and steps are completed or revised. Plans should be simple and short. The Plans should be considered the participant's plan and should be signed by the participant and Housing Navigator as it is developed and updated. HN's must track all services and financial assistance provided to participants in HMIS.

Contractor shall increase the intensity of housing navigation services, including the frequency of meetings, with each participant as needed to achieve housing placement within 120 days. Once the HSP is completed (when the participant has moved in), Contractor must record the move-in into HMIS.

FINANCIAL ASSISTANCE

The Housing Navigation Program will have access to funds to pay for application fees, transportation related to the housing search, landlord incentives, move-in assistance and security deposits.

1. Security Deposits can only be paid for after exhausting all available other resources including the permanent housing or TLS program the participant will be enrolled in at housing attainment.
2. See Appendix IV for details about the categories for financial assistance and record-keeping associated with such expenditures.

Contractor 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 payments are timely and that payments are paid to appropriate parties. This also includes timely and accurate data entry in the LA CoC HMIS system (or participant file) and documentation of financial expenditures. Contractor will not provide financial assistance directly to any program participant, rather they will ensure that landlords, utility providers and other such services are paid directly.

1. Contractor must manage payments in a manner that does not result in any penalties to the participant related to lack of timely payment. Late payments to landlords or other such services could potentially be grounds for termination of the contract.
2. Contractor must have documented verification of ownership before providing any payment including security deposits. To reduce potential barriers to engaging new property owners, LAHSA encourages that contractors do not ask for grant deeds or tax records and instead use a database to confirm ownership.

LENGTH OF ENROLLMENT/EXITING THE PROGRAM

It is the goal of the Housing Navigation Program that the length of enrollment will be less than 120 days from Housing Navigation enrollment to housing move-in.

Contractor may exit participant from Housing Navigation when the Navigator and participant agree that the following conditions have been met:

1. Participant completed the goals as outlined in the HSP and the participant was successfully moved into permanent housing.



2. Participant relocates outside of Los Angeles County.
3. Participant has utilized reunification services and has successfully reunified with family.
4. Participant has self-resolved their housing crisis.
5. Participant is or will be hospitalized or incarcerated for ninety (90) days or more.

Adult Only Housing Navigation Contractor will exit program participants if they are no longer connected to Interim housing program where they enrolled in HN. Program exceptions can be made at LAHSA's request and/or subject to further guidance about such exceptions.

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 reconnect. All attempts at reconnection must be documented in HMIS in case notes with the date of attempt and the type of outreach conducted. Different approaches to outreach must be demonstrated: phone, email, text, letter through the mail, note left, etc. A participant can only be terminated from Housing Navigation program for lack of contact after thirty (30) days and multiple demonstrated attempts to reach and talk with the participant by the Program and program staff.

Program must **NOT** exit participant from Housing Navigation for:

1. Active substance use
2. Non-Compliance with Housing Search Plan
3. Medication non-compliance
4. Active health issues
5. Medication non-compliance
6. Is otherwise considered difficult to work with

Contractor may exit participant from Housing Navigation 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.

Program may exit (terminate) for the following reasons:

1. Possession of weapons
2. Sexual misconduct/assault
3. Behaviors that are a danger to others
4. Verbally/physically threatening behaviors
5. Physical violence to staff and/or other participants
6. Direct observation of participant engaging in illegal activity on contractor's site.

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. The Termination notice is a requirement and must contain a clear statement of reason(s) for the termination based on investigated facts.

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. Contractor must utilize the LAHSA Incident Report.



Upon termination of a participant, Contractor must refer the participant to another service provider (such as a shelter) and cannot terminate a participant without an exit plan. 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.

1. Program must complete an Exit Plan for all participants exiting the program and enter it into HMIS or the participant's file. Provide a copy and document in HMIS (or participant file if DV/IPV providers).

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

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

PROGRAM OBLIGATIONS

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

LA County-wide coordination of Housing Navigation programs funded by LAHSA are overseen by the LAHSA Housing Navigation Coordinators and Performance Management Analysts. Each agency funded under the program is required to work with and ensure coordination and standardized operations across all regions in LA County.

Contractors are required to attend monthly SPA wide meetings (SWIM) held by LAHSA coordinators to provide updates and ensure data quality assurance.

The following data points shall be discussed at the monthly SWIM:

1. Participant length of time in Community Queue (IH to HN)
2. Length of time from referral completed by IH site to enrollment in HN program
3. Length of time to locate and apply to viable unit for participant
4. Providers are expected to report barriers to application (I.e. noncitizens, ADA, etc.)
5. Inputs to the participant's Move In Tracker Assessment
6. Length of time from unit application to TLS referral

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

Program shall ensure that all staff and volunteers that work with, or come into contact with households experiencing trauma or a lack of safety related to, fleeing or attempting to flee domestic violence or intimate partner violence meet the definition of "Domestic Violence Counselor" set forth by [California Evidence Code 1037.1](#).

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.

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.



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.
3. Staff schedules must be wholly flexible to allow staff to be able to meet with participants based on the opening hours of the Interim Housing and the likelihood of participants being present to meet. This may include late nights and weekends.

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

1. Computers and/or laptops/tablets
2. Internet connectivity while in the field and working from home
3. Access to files and email while working remotely
4. Cell phones
5. Space where they can have meetings with participants

HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

Contractor must adhere to the HMIS Data Collection and Participation Requirements found in the LAHSA Program Standards unless they are a Victim Services Organization who are exempt from using HMIS.

For victim services providers: An oral statement by the individual or Head of Household (HOH) seeking assistance which states: they are experiencing trauma, or a lack of safety related to, 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 the intake worker.

For Non-Victim services providers: Oral statement by the individual or HOH seeking assistance that they are experiencing trauma, or a lack of safety related to, fleeing or attempting to flee. This statement is documented by a self-certification or by the case worker. 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.

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. Please adhere to HMIS Data Standards guidance for DV/IPV program participants. Exceptions are for projects where the timeframe must be shorter as outlined in the SRS. 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 signature or are required to be a part of the master file.

For Housing Navigation, the housing move-in date must be entered 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.

1. Housing Navigation must enter a housing Move-in Date regardless of whether or not the HN program is providing the rental assistance for the unit. For example, if an HN program provides supportive services but is not providing the rental assistance for the unit, a Housing Move-in Date must still be entered to



differentiate TLS participants in housing from those still experiencing homelessness.

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.

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

EDUCATIONAL REGULATIONS/REQUIREMENTS **(Family programs only)**

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 youth enrolled in their program. The Program must document education-related policies and practices for Program clients, as well as the procedures to ensure compliance.

Program must designate a staff person to ensure that children of participants are enrolled in school and connected to the appropriate services within the community. Program must document its process for identifying/hiring a designated staff person, including any budget or resource implications, to ensure compliance with McKinney-Vento.



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
Participant Identification	Required- See Appendix I
Income Documentation	Required- See Appendices VI, VII
Household Income and Eligibility form	Required- Complete income eligibility form on MyOrg by using income documentation and place in participant master file.
Housing 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.
Rent Reasonableness Form	Required- See LAHSA approved Rent Reasonableness Form 1652
Landlord W-9	Required- If providing a Security Deposit and/or Rental Assistance. Must be uploaded before any payments are made.
LAHSA Habitability Inspection	Required-See LAHSA approved form 1083
Lease/Rental Agreement	Copy uploaded to HMIS Required for all housing placements (or participant file)
Housing Search Plan	Required- track the date the HSP was completed in HMIS (or participant file) and any updates to the plan. LAHSA HP forms can be used. See LAHSA Form 1186- PART A Upload to HMIS.
Grievance Procedure Acknowledgement Form	Agency created form. Must be dated and signed by the participant and Contractor at enrollment
LA CoC Homeless Certification Form	Required- Use LAHSA approved form. See Appendix I, II,
Financial Assistance	Receipts or Invoice marked “paid” for proof of payment (IE: Application Fees, transportation, security deposits, landlord incentives, move-in assistance, furniture) *As needed
Case Notes	Case Notes Required: Document every engagement with the participant especially the monthly (minimum) IH visits into HMIS
Exit Summary	Required: Complete exit in HMIS NOT A SEPARATE FORM

APPENDIX I HOMELESSNESS DEFINITIONS/ RECORD KEEPING REQUIREMENTS

Category 1	Literally Homeless	(1) Individual or family (household) who lacks a fixed, regular, and adequate nighttime residence, meaning: Has a primary nighttime residence that is a public or private place not meant for human habitation; Is living in a publicly or privately operated shelter designed to provide temporary living arrangements (including congregate shelters, transitional housing, hotels and motels, or non-congregate shelters paid for by charitable organizations or by federal, state, or local government programs); <i>or</i> Is exiting an institution where she/he/they has resided for 90 days or less <i>and</i> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
Category 2	Imminent Risk of Homelessness	(2) Household who will imminently lose their primary nighttime residence, provided that: Residence will be lost within 14 days of the date of application for homelessness assistance; No subsequent residence has been identified; <i>and</i> The household lacks the resources or support networks needed to obtain other permanent housing.
Category 3	Homeless under Other Federal statutes	(3) Unaccompanied youth under 25 years of age, or families with children and youth who do not otherwise qualify as homeless under this definition, but who: Are defined as homeless under the other listed federal statutes; Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the last 60 days prior to the homelessness assistance application; Have experienced persistent instability as measured by two moves or more during the preceding 60 days; <i>and</i> Can be expected to continue in such status for an extended period of time due to special needs or barriers.
Category 4	Experiencing trauma or a lack of safety related to, or experiencing trauma or a lack of safety related to, or fleeing or attempting to flee or attempting to flee DV, IVP, Sexual Assault, or Human Trafficking	(4) Individuals/families experiencing trauma, or a lack of safety related to, or experiencing trauma or a lack of safety related to, or fleeing or attempting to flee or attempting to flee or attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking, 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; and includes all the following: Have no identified residence, resources or support networks; AND Lack the resources and support networks needed to obtain other permanent housing.
REQUIRED FORMS		LA CoC Homeless Certification
Status must be documented in HMIS or participant file		Use the HMIS Client Summary Report <i>or</i> LA CoC Homeless Certification Forms (above)

APPENDIX II. ELIGIBILITY INFORMATION

Supportive Service	Guidance				
<p>Population 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> <table border="1" data-bbox="407 829 1539 934"> <tr> <td data-bbox="407 829 971 871">Documentation Required</td> <td data-bbox="971 829 1539 871">ID as listed below</td> </tr> <tr> <td data-bbox="407 871 971 934">Required to be uploaded into HMIS? If <i>NOT</i> a VSP</td> <td data-bbox="971 871 1539 934">Upload as stated below</td> </tr> </table>	Documentation Required	ID as listed below	Required to be uploaded into HMIS? If <i>NOT</i> a VSP	Upload as stated below
Documentation Required	ID as listed below				
Required to be uploaded into HMIS? If <i>NOT</i> a VSP	Upload as stated below				
<p>Participant Identification</p>	<p>Adults: Interim Housing shall collect ID and upload into HMIS prior to referral to Housing Navigation.</p> <p>Youth and Families: If a participant does not have identification at the time of program screening, <i>the program must not deny enrollment into the program and rather, assist the participant in obtaining whatever ID is needed after enrollment.</i></p> <p>IMPORTANT: <i>If the person does not have anything in Category A, they may provide one from Category B AND one from Category C</i></p> <p>A copy of a Social Security Card is not a requirement for program enrollment.</p> <p>Participant must (eventually) have a form of identification on file.</p> <p><u>Category A</u>: acceptable forms of government ID</p> <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 <p><u>Category B</u>: alternative photo ID</p> <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 				

	<p><u>Category C: Alternative non-photo ID</u></p> <ul style="list-style-type: none"> ▪ Birth Certificate ▪ 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>A copy of a Social Security Card is not a requirement.</p>	
	Documentation Required	Copy of provided and collected ID's
	Required to be uploaded into HMIS? If <i>NOT a VSP</i>	Yes, upload VSP: ensure in participant's file
Income	Participant must be at or below 50% AMI and must be re-evaluated annually as to whether their income is within this level. or in participant file if DV/IPV provider.	
	Documentation Required	See Appendix VI and VII for details
	Required to be uploaded into HMIS? If <i>NOT a VSP</i>	Yes, Upload VSP: ensure in participant's file
Ongoing Eligibility	Participants' eligibility must be re-evaluated annually to ensure that their income does not exceed 50% AMI for LA County.	
	Documentation Required	Annual Recertification Form
	Required to be uploaded into HMIS? If <i>NOT a VSP</i>	In participant file
Geography	Household must be a current resident of the County of Los Angeles; or 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.	
	Documentation Required	Found in intake documentation.
	Required to be uploaded into HMIS? If <i>NOT a VSP</i>	In participant file
Veterans	Must not be eligible for Supportive Services for Veterans Families (SSVF).	
	Documentation Required	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.
	Required to be uploaded into HMIS? If <i>NOT a VSP</i>	In participant file

APPENDIX III ELIGIBLE SUPPORTIVE SERVICES

Supportive Service	Guidance	
<p>Case management</p>	<ul style="list-style-type: none"> • Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of program participant(s), including: • 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 • <i>Must meet with participant at least once per month, preferably in their home</i> 	
	<p>Documentation Required</p>	<p>Yes, services must be tracked in HMIS with every provision.</p>
	<p>Required to be uploaded into HMIS? if NOT a VSP</p>	<p>IF VSP, please ensure that provided services are closely tracked in participant file.</p>
<p>Housing Search & Counseling Services <i>(Families and TAY, only. Single Adults have Housing Navigators for this.)</i></p>	<p>Assist participants in locating, obtaining, and retaining suitable housing, including:</p> <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. <p>Payment of rental application fees, Security Deposits and other required fees associated with moving in.</p>	
	<p>Documentation Required</p>	<p>Proof of payment, Receipts, invoices, etc.</p>
	<p>Required to be uploaded into HMIS? if NOT a VSP</p>	<p>In participant file</p>

APPENDIX IV ELIGIBLE FINANCIAL ASSISTANCE

Primary Types of Assistance		
Type of Assistance	Guidance	Documentation
Transportation	Costs connected to any aspect of assisting the participant during the housing search process, application process etc.	<ul style="list-style-type: none"> • Receipts
Application Fees	Any associated fee related to application process for new housing	<ul style="list-style-type: none"> • Receipts
Secondary Types of Assistance		
In circumstances when the identified housing service provider is unable to provide financial assistance as listed below in a timely manner HN can make payments as the program budget allows.		
Type of Assistance	Guidance	Documentation
Landlord Incentives	<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 • Landlord Incentive Request Form • Narrative of mediation efforts.
Furniture	<p>This allowable expense is contingent on providers budget and funding constraints. This expense should be used as a secondary plan when all other available resources have been exhausted.</p> <p>Furniture is an allowable expense that must be approved by your LAHSA coordinator and the HN supervisor through a FAER. Furniture requests are not guaranteed and will be considered on an individual basis dependent on spenddown and participant need.</p> <p>Eligible items include but are not limited to: Appliances: Lamp, fan, microwave, refrigerator, TV, and stove. Bedding: mattress, box spring, & frame 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. Kitchen: Bakeware, cookware, dinnerware, flatware, & glassware. 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 containing items to be purchased • Copy of all receipts • Copy of Lease

Transportation	Costs connected to any aspect of assisting the participant during the housing search process, application process etc.	<ul style="list-style-type: none"> • Receipts
Security Deposit	Security Deposits shall not exceed the equivalent of two (2) month's rent (unless the unit is furnished, and then in that case it can be the equivalent of three (3) month's rent. Also, Security Deposits shall not be paid until all other reasonable options have been exhausted. The preferred payor of the Security Deposit will be the program in which the participant is enrolled.	<ul style="list-style-type: none"> • Lease Agreement • Landlord's W-9 • Proof of Ownership • Inspections (see above) • Receipts
Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before the prescribed due date.		

APPENDIX V. Rental Housing and Lease Standards

General Category	Guidance
Housing Standards	<ul style="list-style-type: none"> • Prior to the issuance of any financial assistance, the Program must physically inspect each unit to assure it meets the appropriate inspection by funding (see below). • Units must pass LAHSA Habitability Standards • Housing which fails to meet the standards may not receive assistance unless the owner corrects any deficiencies within 30 days from the date of the initial inspection. Program must verify that all deficiencies have been corrected.
Fair Market Rent (FMR) & Rent Reasonableness	<ul style="list-style-type: none"> • Units meet HUD’s rent reasonableness standards¹. See 578.51(g) utilizing the LAHSA Rent Reasonableness Form • 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” and “Utility Allowance” forms.
Lease Requirements	<ul style="list-style-type: none"> • Program participants must sign a lease of at least one year that is renewable for a minimum of one month and terminable only for cause. See 578.51(l)91.² • Lease must be between the owner and the program participant.
Use with Other Subsidies	<p>Financial assistance cannot be provided to a program participant who is receiving financial assistance for housing from federal, state, or local source such as a HCV, EHV, Section 8 Voucher, or in a Low-Income Tax Credit Property or other subsidized unit.</p>
Geography	<ul style="list-style-type: none"> • Contractor is permitted to locate housing outside of Los Angeles County if the participant desires to relocate. • A housing inspection (based on funding stream-see above) must be completed and the rent must be “reasonable” (see Appendix VI-A) • Housing Retention Plan documents show relocating outside of Los Angeles County will ultimately result in the participant achieving housing retention. If a participant needs ongoing financial assistance and supportive services, contractor must arrange to provide these services; if it is reasonably possible. • Geographic distance cannot be a barrier towards providing supportive services unless it is impossible to provide services remotely, monthly in-person meetings are still required unless a Public Health Emergency requires remote work. • If contractor assesses the needs of the participant and determines that the contractor cannot meet the needs of the participant if ongoing assistance is needed, contractor must link the participant to another program in the CoC to which participant is seeking residence prior to the participant entering permanent housing.
Lead Based Paint Remediation and Disclosure	<ul style="list-style-type: none"> • Program staff will provide participant with the approved EPA lead-based paint informational brochure before lease signing. Link to the brochure.

APPENDIX VI. Determining Participant Income-Inclusions

INCOME INCLUSIONS: The following types of income <i>must be counted</i> when calculating annual income for each participant for the purpose of determining eligibility for this program.			
General Category	Guidance	Documentation Required	Required to be uploaded into HMIS? if <i>NOT a VSP</i>
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	Check stubs and/or bank statements	In file If VSP, place in file.
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.	Bank Statements Income Tax Forms	In file
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.	Bank Statements or Income Tax Return	In file
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).	Current bank statements (last 30-60 days) or Income tax return from the previous year. Or statements from the paying party.	In file
Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).	Statement from paying party	In file

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.	Bank statement or some kind of payment receipt	In file
TANF/ Public Assistance	TANF/Public assistance received by the household.	Documentation	In file
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.	Documentation	In file
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.	Documentation	In file

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:	
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: <i>includes G.I. Bill Student Financial Aid.</i>
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 as of 12/31/21	<p>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.</p> <p>This currently includes:</p> <ul style="list-style-type: none"> • The value of the allotment of Food Stamps • Payments made under youthful offender incarceration alternatives or senior companions); • Payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626[c]) • Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program (42 U.S.C. 8624[f]); • Payments received under programs funded in whole or in part under the Job Training Partnership Act (29 U.S.C. (g) Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub. L94-540, 90 Stat. 2503-04); • The first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U. S. Claims Court and the interests of individual Indians in trust or restricted lands, including the first \$2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands (25 U.S.C. 1407-1408); • Amounts of scholarships funded under title IV of the Higher Education Act of 1965, including awards under federal work-study programs or under the Bureau of Indian Affairs student assistance programs (20 U.S.C. 1087uu); • Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056[f]), e.g., Green Thumb, Senior Aides, Older American Community Service Employment Program; • Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in In Re Agent-product liability litigation, M.D.L. No. 381 (E.D.N.Y.); • The value of any childcare provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q);

	<ul style="list-style-type: none">• Earned income tax credit (EITC) refund payments received on or after January 1, 1991, including advanced earned income credit payments (26 U.S.C. 32[j]);• Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433);• Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637[d])• Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from spina bifida who is the child of a Vietnam veteran (38 U.S.C. 1805);• Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act (42 U.S.C. 10602); and• Allowances, earnings and payments to individuals participating in programs under the Workforce Investment Act of 1998 (29 U.S.C. 2931)• COVID-19 Unemployment Supplemental• CARE Act Economic Impact Payments
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