

The Salvation Army of Dane County
RISE
Policies and Procedures

OVERVIEW AND PURPOSE

Rapid rehousing is an intervention designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve stability in that housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household. The core components of a rapid re-housing program are housing identification and relocation, short-and/or medium term rental assistance and move-in (financial) assistance, and case management and housing stabilization services. Program staff are expected to remain engaged with the households from first contact to program exit (no more than 24 months of rental assistance, in addition to up to 6 months of continued case management), using a progressive engagement approach and tailoring services to the needs of the household in order to assist the household to maintain permanent housing. (24 CFR 578.37 and *Core Components of Rapid Re-Housing*, National Alliance to End Homelessness)

DEFINITION OF HOMELESS

Per 24 CFR 578.3: **(1)** an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution; **(2)** An individual or family who will imminently lose their primary nighttime residence, provided that: (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; and (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing; **(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: (i) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a); (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance; (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or

General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or **(4)** Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; (ii) Has no other residence; and (iii) Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

PARTICIPATION OF HOMELESS INDIVIDUALS

The Salvation Army of Dane County's Advisory Board shall provide for the participation of not less than one homeless individual or formerly homeless individual on the Board's Program Committee for the consideration and development of policies and decisions regarding RISE (24 CFR 578.75(g)).

NON-DISCRIMINATION POLICY

In accordance with 24 CFR 578.87(b), The Salvation Army is committed to non-discrimination in programs and delivery of services. This means that no one will be excluded from services on any basis not related to legitimate program concerns. Programs and services are provided on a non-discriminatory basis according to the needs of those to be served and the capacity, both financial and programmatic, of the specific services provided to address those needs. This commitment to appropriate service provision demands clearly developed criteria for program participation, as well as essential program rules and behavioral expectations.

FAIR HOUSING AND EQUAL OPPORTUNITY PRACTICE

Consistent with 24 CFR 578.93(c), The Salvation Army of Dane County shall affirmatively market RISE program vacancies to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status or handicap. Vacancies will be filled from Dane County's coordinated entry prioritization list. Further, program participants shall be provided with information on rights and remedies available under applicable federal, State and local fair housing and civil rights laws; a fair housing informational guide shall be distributed to all program participants.

STATEMENT OF CONFLICT OF INTEREST

Please see Code of Conduct and Conflict of Interest Policy (4.19 pages 39-41) within The Salvation Army of Dane County Social Services Policy and Procedure Manual for practice consistent with 24 CFR 578.95.

PERSONNEL

Program shall be adequately staffed by qualified personnel to ensure quality service delivery, effective program management, and the safety of program participants.

The Salvation Army of Dane County selects, for its service staff, only those employees and/or volunteers with appropriate knowledge, or experience, for working with individuals and families experiencing homelessness and/or other issues that put individuals or families at risk of housing instability.

The Salvation Army of Dane County provides training to all paid and volunteer staff on both the policies and procedures employed by the program and on specific skill areas as determined by the program.

All paid and volunteer service staff shall participate in ongoing and/or external training, and development to further enhance their knowledge and ability to work with individuals and families experiencing homelessness and/or other issues that put individuals or families at risk of housing instability.

All HMIS users must abide by the standard operating procedures found in the HMIS Policies and Procedures manual. Additionally, users must adhere to the privacy and confidentiality terms set forth in the User Agreement.

Agency staff with responsibilities for the supervision of case management activities and staff have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.

Staff with supervisory responsibilities for overall program operations shall have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.

All staff member have a written job description that at a minimum addresses the major tasks to be performed and the qualifications required for the position.

Program staff and intern support shall track their time on the Program Staff Time Reporting Card (Attachment A) and Intern Activities Log (Attachment B), respectively.

The program operates under an affirmative action/civil rights compliance plan.

Housing Services Director shall review current cases and individual service plans on a regular and consistent basis to ensure quality/coordinated services.

PROGRAM COMPONENTS

Tenant-Based Rental Assistance

Through this tenant-based rental assistance model, program participants locate housing of their choice in the private rental market. If the participant later moves to another unit, he/she can take the rental assistance and use it in that new unit. Although tenant-based rental assistance program participants have the ability to move and retain the rental assistance, The Salvation Army may limit where participants may live if it is necessary to facilitate the coordination of supportive services. Recipients may require program participants to live in a specific area for their entire period of participation, or in a specific structure for the first year and in a specific area within their geographic area for the remainder of the period of participation (24 CFR 578.51(c)).

Rental assistance may be short-term for up to 3 months or medium-term for 3 to 24 months (24 CFR 578.37(a)(1)(ii)) , with an additional 6 months of supportive services thereafter. The goal of the system is to help the program participant move out of homelessness as quickly as possible.

The program must re-evaluate not less than once annually that the participant lacks sufficient resources and support networks to retain housing; a participant must notify the program of changes in income or other circumstances.

Agency-paid rental assistance will supplement the household's contribution to rent so as to pay rent in its entirety. CoC rental assistance funds may pay for unit rent, first and/or last month's rent, security deposits (up to 2 months), property damage (not to exceed one month's rent) and vacancy payments (up to 30 days) (24 CFR 578.51).

The lease agreement must be for a term of at least one year and be automatically renewable upon expiration (24 CFR 578.51(l)(1))

Business Administrator is tasked with remitting rental subsidy to landlord or property management company by the agreed upon date as set forth in the Agency/Landlord Agreement (Attachment U). Business Administrator shall retain and maintain copies of payments made to landlord; copies shall be filed in the participant record, as well.

Program participants who have complied with all program requirements during their residence and who have been a victim of domestic violence, dating violence, sexual assault, or stalking, and who reasonably believe they are imminently threatened by harm from further domestic violence, dating violence, sexual assault, or stalking (which would include threats from a third party, such as a friend or family member of the perpetrator of the violence), if they remain in the assisted unit, and are able to document the violence and basis for their belief, may retain the rental assistance and move to a difference Continuum of Care geographic area if they move out of the assisted unit to protect their health and safety (24 CFR 578.51(c)).

Household Contribution

As a condition of participation in the program, each program participant must agree to supply the information or documentation necessary to verify the program participant's income. Program participants must provide The Salvation Army with information at any time regarding changes in income or other circumstances that may result in changes to a program participant's contribution toward the rental payment.

The Salvation Army must examine a program participant's income initially using the Income Verification Form (Attachment G) or Certification of Zero Income (Attachment H), and at least annually thereafter, to determine the amount of the contribution toward rent payable by the program participant.

The program will pay 100% of the participant's first month's rent (not to exceed rent reasonableness) and security deposit.

If the household moves into housing between the 1st and the 15th of the month, that month will be considered the "first month." If the household moves into housing between the 16th and the end of the month, the following month will be considered the "first month." In this situation, the program will provide 100% of the pro-rated rent in addition to the first month's rent.

Thereafter, participant contribution toward rent will be at least 30% of the household's monthly adjusted income (with a consideration for utilities; calculated using the Utility Allowance Information Sheet (Attachment S)), payable directly to the landlord. Unless a participant demonstrates extenuating need, submits a request for additional assistance in writing and the

request is approved by supervisory staff, RISE will provide rental assistance according to a tapered assistance model:

- a. 2nd and 3rd months of assistance: RISE will pay rent in its entirety minus 30% of the participant's monthly adjusted income participant will contribute 30% of their income towards rent
- b. 2nd quarter of assistance: RISE will contribute 50%; participants will contribute the remaining 50%.
- c. 3rd and 4th quarter (and beyond) of assistance: RISE will contribute 25%; participants will contribute the remaining 75%.

Adjustments to a program participant's contribution toward the rental payment must be made as changes in income or in family composition (e.g., birth of a child) are identified.

Supportive Services

Individual case management is provided to program participants at least monthly. Case management includes the following:

Housing Stability Case Management assists participants in locating and obtaining suitable permanent housing, including:

- a. Assessment of housing barriers, needs, and preferences
- b. Development of an action plan for locating housing
- c. Housing search
- d. Outreach to and negotiation with owners
- e. Tenant counseling
- f. Assessment of housing for compliance with ESG requirements for habitability, lead-based paint, and rent reasonableness
- g. Assistance with submitting rental applications
- h. Understanding leases
- i. Arranging for utilities
- j. Making moving arrangements

Ongoing Case Management services include assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who has obtained permanent housing through RISE by, for example:

- a. Developing an individualized housing and service plan, including planning a path to permanent housing stability
- b. Developing, securing, and coordinating services
- c. Obtaining Federal, State, and local benefits
- d. Monitoring and evaluating program participant progress
- e. Providing information about, and referrals to, other providers
- f. Conducting re-evaluations to determine on-going program eligibility
- g. Providing for educational and related services to families. Case Manager is responsible for ensuring that children and youth are enrolled in school and connected to the appropriate services within the community, including early childhood education programs such as Head Start, Part C of the Individuals with Disabilities Education Act and McKinney-Vento education services.

- h. Facilitating employment and training, education and/or job readiness.

Case Management includes the following types of contact: home visits, office visits, meeting at a location in the community, or phone calls.

The program will re-evaluate the household for continued eligibility every three months. To continue to receive rapid Re-housing assistance, the household must demonstrate:

- a. Lack of resources and support networks. The household must continue to lack sufficient resources and support networks to retain housing without program assistance. There is evidence the service package is adjusted according to household need.
- b. Need. The program must determine the amount and type of assistance that the household needs to (re)gain stability in permanent housing.
- c. Income. The household's annual income must be at or below 30% CMI.

RISE case manager(s) and program staff must record all daily HUD activities and corresponding task on the appropriate Program Staff Time Reporting Card (Attachment A) and submit monthly to Business Administrator.

RISE program staff shall be supported by an academic intern enrolled in a human service-related graduate degree program. Intern shall commit five hours, at minimum, per week to assisting RISE Case Manager with the assessment, arrangement, coordination and monitoring of individualized services to meet the needs of program participants. Intern shall record RISE-related time and tasks on the Intern Activities Log (Attachment B). Housing Services Director is tasked with recruiting intern(s) each academic year.

Program staff shall provide a continuity of services to all participants following their exit from the program. These services can be provided directly and/or through referrals to other agencies or individuals.

The program develops exit plans with the participant to ensure continued housing stability and connection with community resources, as desired.

The program should attempt to follow up with phone or written contact at least once after the client exits the program. A program may provide follow-up services that include identification of additional needs and referral to other agency or community resources in order to prevent future episodes of homelessness.

Program staff will encourage the program participants to take part in supportive services that are not disability-related services provided through the project as a condition of continued participation in the program. Examples of disability-related services include, but are not limited to, mental health services, outpatient health services, and provision of medication, which are provided to a person with a disability to address a condition caused by the disability (24 CFR 578.75(h)).

PROGRAM ELIGIBILITY

All adult program participants must meet the following program eligibility requirements:

- a. The households must have at least one minor child in the family.
- b. The household must meet either category 1 or category 4 of the homeless definition, as defined above. If the household meets category 4, they must also reside in one of the places set forth in category 1 at the time eligibility is determined. Homeless Verification form must be completed upon entry and be retained in the household's file.

These procedures must require documentation at intake, of the evidence relied upon to establish and verify homeless status. The procedures must establish the following order of priority for obtaining evidence:

1. Third-party documentation, including written and source documentation, and HMIS records;
 2. Intake worker observations;
 3. Certification from persons seeking assistance.
- c. The household's annual income must be at or below 30% CMI.
 - d. The household must be assessed using the Vulnerability Index & Family Service Prioritization Decision Assistance Tool (VI-SPDAT) and matched to the appropriate CoC program. Households receiving a score of 4 through 8 are recommended for rapid rehousing. A copy of the VI-F-SPDAT shall be retained in the household's file.
 - e. Households must lack sufficient resources and support networks necessary to retain housing without rapid rehousing assistance (24 CFR 578.37(E)).
 - f. Adult household members are able to participate in developing and carrying out an appropriate housing stability plan and maintain accountability of said plan. Participants must agree to meet with a program case manager not less than once per month (24 CFR 578.37(F)).
 - g. The household must display a willingness to work cooperatively with program staff and willingness to participate in case management.

REFERRAL PROCESS

The Salvation Army will fill RISE vacancies upon referral from the community wide prioritization list from coordinated Intake upon confirmation that the household meets all program eligibility requirements.

Participants will complete a VI-F-SPDAT screening tool (Attachment C) prior to being added to the prioritization list and will be discussed at the bi-weekly family placement meetings. Participants may also be transferred from another Rapid Rehousing program or Permanent Supportive housing program if decided at the placement meeting that RISE is a better fit.

Program staff shall notify ineligible applicants of program denial using the Program Denial letter (Attachment E). A prospective program participant may be denied continued consideration if at any time in the application process if they fail to meet eligibility. Falsification of information during the screening process is grounds for denial.

RISE PARTICIPATION

If a prospective applicant meets the eligibility criteria as defined above, has a VI-F-SPDAT score between 4 and 8, program staff shall schedule a meeting with the household. During this initial interview:

Program staff shall provide a description of RISE, including program goals, guidelines and expectations.

Program staff and household shall complete the Homeless Verification form (Attachment F) if homelessness cannot be verified through HMIS.

Program staff shall work with the household to complete the Income Verification form (Attachment G). Household shall supply source documents (i.e. most recent wage statement, unemployment compensation statement, public benefits statement, bank statement) to verify income. Accordingly, documents and information collected to verify income should be dated within 30 days. However, for public assistance benefits, (e.g., SSI, food stamps), a benefits statement received any time within the twelve months prior to the time of application and reflecting current benefits received by a household is allowed. A copy of a recent bank statement indicating direct deposit is also acceptable. If the household does not have any source of income, household shall complete the Certification of Zero Income form (Attachment H).

Participant shall agree to release information to prospective landlords and/or supportive service partners (Attachment I).

Participant shall agree to release information to Homeless Management Information System (HMIS) (Attachment J) to allow for data collection.

Program staff shall collect HMIS data (Attachment K) from participant and enter (or update) into HMIS immediately.

If it is revealed that the household does not, in fact, meet eligibility criteria a denial letter will be circulated.

If enrolled into the program, program staff shall begin organizing the new household's client file using the Participant File Checklist (Attachment L) as a guide.

Upon acceptance into RISE, program staff shall invite the household for a follow-up meeting. During this meeting:

Program staff shall again, in great detail, explain the program guidelines and expectations (Attachment M). These rules and expectations should attempt to assure fairness, to avoid arbitrary decisions that may vary from client to client, or staff to staff.

Program staff shall review The Salvation Army's grievance policy (Attachment N).

Program staff shall review and distribute fair housing informational materials (Attachment O). To order additional Fair Housing informational guides, call the Fair Housing Center of Northeast Wisconsin at 920.560.4620. Households shall also receive Disclosure of Information on Lead

Based Paint and Lead Based Paint Hazards (Attachment P1) and Protect Your Family from Lead in Your Home pamphlet (Attachment P2).

Program shall determine the participant rent calculation (Attachment Q). See Tenant Based Rental Assistance and Household Contribution sections.

Household and program staff shall embark upon a housing search. In locating housing, the program shall consider the needs of the individual or family experiencing homelessness.

Program staff shall assess potential housing for compliance with CoC requirements for Fair Market Rent and/or rent reasonableness and document in the household file accordingly.

Fair Market Rent is the preferable standard for determining rental assistance. If Rent reasonableness standards must be used, program staff shall utilize a uniform methodology for documenting comparable rents (Attachment R), case file checklists and forms, standards for certifying comparable rents as reasonable, appropriate staffing assignments (i.e. Case Manager/Intern conducts telephone and web-based searches and Housing Services Director responsible for approval) and strategies for addressing special circumstances. Rent reasonableness must be reviewed annually.

In addition to Fair Market Rent and rent reasonableness standards, program staff shall also consider utility allowances (Attachment S).

Program will assess prospective rental unit in accordance with Housing Quality Standards (Attachment T); document accordingly in the household file. See section below.

In addition, program staff will ensure that the rental unit is of suitable dwelling size (24 CFR 578.75(c)). The dwelling unit must have at least one bedroom or living/sleeping room for each two persons. Children of opposite sex, other than very young children, may not be required to occupy the same bedroom or living/sleeping room. If household composition changes during the term of assistance, The Salvation Army may relocate the household to a more appropriately-sized unit.

Prospective landlords shall agree to offer a 12-month, at minimum, lease which is automatically renewable upon expiration.

Upon acceptance into a rental unit:

Housing Services Director shall approve or deny rent subsidy based upon the above conditions (Attachment S – For Office Use Only).

Program staff shall describe the terms and conditions of the RISE program to the prospective landlord/owner. Agency and landlord/owner sign the Agreement (Attachment U).

Retain a copy of the lease agreement in the participant file.

The program and the participant discuss, agree upon and sign a housing stabilization plan. Program staff shall discuss access to pantry assistance (Attachment V) and More Smiles care.

The program must re-evaluate not less than once annually that the participant lacks sufficient resources and support networks to retain housing. Evidence (Attachment W) that the household's service package was reviewed and adjusted accordingly must be documented.

Participants must notify the program of changes in income or other circumstances including but not limited to changes of household composition or need.

PROGRAM DISMISSAL

Households are subject to program early termination if:

- a. A participant fails to pay their portion of rent despite having the financial means.
- b. A participant exhibits a violent action(s) and/or expresses a threatening statement towards The Salvation Army or The Road Home that are deemed serious in nature by the agency. THERE IS NO APPEAL FOR ENGAGING IN THIS BEHAVIOR.
- c. A participant possesses any illegal weapon in the rental unit. Failure to disclose legal weapons to program staff will result in termination. THERE IS NO APPEAL FOR ENGAGING IN THIS BEHAVIOR.

Before termination, program staff must notify participants of program non-compliance and work towards corrective action (Attachment X). If the plan is not adhered to and non-compliance persists, The Salvation Army may terminate assistance (Attachment Y) with 10 days notice to a program participant who violates program requirements or conditions of occupancy. However, staff must make a vigorous and documented attempt to find an alternative placement for the program participant being terminated. Termination under this section does not bar the provider from providing further assistance later to the same participant.

In terminating assistance to a program participant, The Salvation Army must have a formal process that recognizes the rights of individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

- a. Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance;
- b. Written notice to the program participant containing a clear statement of the reasons for termination;
- c. A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the individual (or a subordinate of that individual) who made or approved the termination decision;
- d. A representative of The Salvation Army of Dane County leadership must validate said decision before becoming final; and
- e. Prompt written notice of the final decision to the program participant with assistance and referrals to other services that are relevant given the client's needs.

HOUSING QUALITY STANDARDS

Housing leased with CoC program funds, or for which rental assistance payments are made with CoC program funds, must meet HUD housing quality standards (HQS). Before any assistance may be provided on behalf of a program participant, program staff must physically inspect each unit to assure that the unit meets HQS (Attachment T).

Assistance will not be provided for units that fail to meet HQS, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection and program staff verifies that all deficiencies have been corrected.

The Salvation Army must inspect all units at least annually during the grant period to ensure that the units continue to meet HQS. The Salvation Army shall retain documentation to demonstrate compliance with HQS.

Regarding Environmental Review standards, RISE is Exempt/Categorically Excluded Not Subject to 58.5 as program participants determine the location of their unit. "Environmental Review for Activity/Project that is Exempt or Categorically Excluded Not Subject to Section 58.5" form shall remain on file with Business Administrator. This form (Attachment Z) must be completed and signed annually (contract year). The City of Madison will complete environmental reviews (and exemptions) on behalf of the CoC annually; CoC shall coordinate.

DOCUMENTATION

Client Files

The file maintained on each participant should, at a minimum, include information required by HUD, participation agreements, service plans, case notes, information on the services provided both directly and through referrals to community agencies and individuals, and any follow-up and evaluation data that are compiled.

Client information must be entered into HMIS in accordance with the data quality, timeliness and additional requirements found in the HMIS Policies and Procedures manual. At a minimum, programs must record the date the client enters and exits the program, and update the client's information as changes occur.

The program will maintain each participant file in a secure place and shall not disclose information from the file without the written permission of the participant as appropriate except to project staff and other agencies as required by law. Participants must give informed consent to release any client identifying data to be utilized for research, teaching and public interpretation.

Per The Salvation Army's record retention policy, case records of service to clients or client groups (families) will be retained for a minimum of seven years following the last client contact.

Financial Records

All records pertaining to CoC funds must be retained for the greater of 5 years or the participant records must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Copies made by microfilming, photocopying, or similar methods may be substituted for the original records. Records pertaining to other funding sources must adhere to those record retention requirements (24 CFR 578.103(c)).

PROGRAM MATCH

The Salvation Army of Dane County must match all grant funds, except for leasing funds, with no less than 25 percent of funds or in-kind contributions from other sources (24 CFR 578.73).

Cash sources. The Salvation Army of Dane County may use funds from any source, including any other federal sources (excluding Continuum of Care program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match. The recipient must ensure that any funds used to satisfy the matching requirements of this section are eligible under the laws governing the funds in order to be used as matching funds for a grant awarded under this program.

In-kind contributions. The Salvation Army of Dane County may use the value of any real property, equipment, goods, or services contributed to the project as match, provided that if The Salvation Army of Dane County had to pay for them with grant funds, the costs would have been eligible.

DATA, QUALITY CONTROL AND EVALUATION

Case Manager will be responsible for tending to landlord relations. Interim reviews will be entered quarterly, at minimum, into HMIS and managed by Case Manager.

Case Manager and day-to-day operation will be directly overseen by Housing Services Director. Housing Services Director will check-in with respective landlords/property managers/owners by phone and written survey quarterly. Housing Services Director shall run monthly HMIS data completeness reports to ensure Case Manager data compliance. Further, Housing Services Director will hold formal monthly meetings with Case Manager to review cases and track goals as they relate to individual families and HUD measures; informal consultation and collaboration will be held as needed.

Social Services Executive Director shall oversee program operation and contract compliance. Social Services Executive Director will be tasked with creating and maintaining a RISE policy and procedure manual.

Program efficacy and progress towards HUD goals will be rigorously monitored and reviewed by Social Services Executive Director, Housing Services Director and Case Manager quarterly.

Social Services Executive Director and Business Administrator will manage contractual obligations as described above.

Business Administrator is tasked with managing eligible costs, submitting timesheets and drawing down funds from HUD.

The Salvation Army shall comply with the evaluation and planning guidelines below. The Salvation Army shall exhibit due regard for participant privacy in conducting and reporting its evaluation.

CoC Core Committee. The Salvation Army of Dane County shall have at least one staff representative attend and participate in Dane County's CoC Core Committee.

Homeless Management Information System (HMIS) records. Housing Services Director shall ensure records within HMIS are complete and accurate. Housing Services Director shall run appropriate data completeness reports within HMIS at least monthly; any incomplete or inaccurate data shall be remediated by case manager(s) immediately.

Annual Performance Report (APR). The Salvation Army of Dane County shall submit a HUD APR within 90 days of the end of the program year.

Point in Time. The Salvation Army of shall report monthly point-in-time data to City of Madison. Further, The Salvation Army of Dane County shall have at least one staff representative participate in Dane County's CoC Point in Time Committee.

Ongoing evaluation of outcomes required by HUD. Program outcomes include:

80% of participants will remain in permanent housing as of the end of the operating year or exiting to permanent housing during the operative year.

80% of participants (age 18 and older) will maintain or increase their total income as of the end of the operating year or program exit.

FORMS

Program Staff Time Reporting Card (Attachment A)
Intern Activities Log (Attachment B)
Vulnerability Index & Family Service Prioritization Decision Assistance Tool (VI-SPDAT) (Attachment C)
RISE Program Application (Attachment D)
Program Denial form (Attachment E)
Homeless Verification form (Attachment F)
Income Verification form (Attachment G)
Certification of Zero Income (Attachment H)
Release of Information (Attachment I)
Service Point Release of Information (Attachment J)
HMIS Data Collection form (Attachment K)
Participant File Checklist form (Attachment L)
RISE Guidelines and Expectations (Attachment M)
Grievance and Appeal Policy (Attachment N)
Fair Housing Informational Handout (Attachment O)
Disclosure of Information on Lead Based Paint and Lead Based Paint Hazards (Attachment P1)
Protect Your Family from Lead in Your Home pamphlet (Attachment P2)
Participant Rent Calculation form (Attachment Q)
Rent Reasonableness Checklist and Certification (Attachment R)
Utility Allowance Information Sheet (Attachment S)
Housing Quality Standards form (Attachment T)
Agency/Landlord Agreement (Attachment U)
Grocery Log (Attachment V)
Re-Certification of Program Eligibility (Attachment W)
Non-Compliance and Corrective Action Form (Attachment X)
Program Termination Notice (Attachment Y)
Exempt/Categorically Excluded Non Subject to 58.5 (Attachment Z)