

Idaho Housing and Finance Association Housing Opportunities for Persons with AIDS Policy Manual

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**Idaho Housing and Finance Association
Housing Opportunities for Persons with AIDS
Policy Manual**

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PURPOSE AND DEFINITIONS

Policy Section 1

Page 1

Adopted: January 1, 2002

Revised: July 15, 2002

10.1 Applicability and Purpose

The Idaho Housing and Finance Association (IHFA) Housing Opportunities for Persons with AIDS (HOPWA) project is authorized by the AIDS Opportunity Act (42 U.S.C. §12901 et seq). The purpose of this project is to provide resources and incentives to devise long-term comprehensive strategies for meeting the housing needs of persons with HIV/AIDS. The program will provide long-term rental assistance, short-term emergency assistance, resource identification, and supportive services.

For clarification, IHFA HOPWA policies will mean sections of this Manual to include a policy section, a procedure section, a special order section, a directive section, and other applicable sections.

IHFA policies have been written in conjunction with 24 CFR 574, which is hereby included by reference, and comply with the federal program policies. IHFA policies may change as directed by HUD. However, no part of this policy overrides HUD's rules, regulations, or directives. Should any conflict exist between the IHFA Policy and Procedures and those promulgated by HUD, the HUD Policies and Procedures shall control. IHFA policies and procedures replace any other IHFA policies governing the IHFA HOPWA program and are effective **January 1, 2002**.

IHFA policies govern all contracted and non-contracted Service Providers. No Service Provider shall put in place any HOPWA policies inconsistent with this policy and without prior approval of IHFA or HUD. No Service Provider shall require any information from Clients, or perspective Clients other than is required by this policy or by HUD.

11.1 Definitions

Acquired immunodeficiency syndrome (AIDS) or related diseases: the disease of AIDS or any conditions arising from the etiologic agent for AIDS, including infection with the human immunodeficiency virus (HIV).

Administrative Costs: costs for general management, oversight, program evaluation, activity reporting, and coordination of eligible activities. These do not include direct costs related to services.

Applicant: a person who is completing the necessary paperwork to be certified to receive services under this program. **The Applicant must be HIV positive in order to apply for services. If the Applicant is a minor, a legal guardian may make an application on his/her behalf.**

Case Management: services provided by a licensed or experienced caseworker. These include accessing Client needs, making referrals to health care and psychiatric care providers, facilitating access to other mainstream resources, and advocating on behalf of Clients for essential services.

Client: a person who has been certified to receive services under this program.

Client Transportation: the transportation provided to Eligible Persons or Families to and from eligible HOPWA activities. Transportation (of any type) to work, retail outlets or recreational events is not an eligible activity.

Contract Rent: the total monthly rent payable to the owner of the contract unit. The contract rent is the sum of the tenant rent plus the rental assistance paid to the owner by IHFA under the HOPWA program.

Eligible Person: an individual who is either HIV positive or has AIDS and has a gross income of 80% of median income (for that area as determined by HUD) or less.

Family: a household composed of two or more related persons. The term family also includes one or more Eligible Persons who are determined to be important to the Client's care and well being (this also includes the surviving member or members who were living in a unit assisted under the HOPWA program at the time of his or her death).

Feasibility Research: activities performed by an organization relating to determining the feasibility of housing related initiatives.

Grantee: Idaho Housing and Finance Association is the direct HUD grantee for the HOPWA program.

Health Services: services provided by licensed medical practitioners. Eligible activities under this grant are limited to dental services.

Homelessness Prevention: short-term rent, mortgage, and utility payments made to prevent the homelessness of a tenant of mortgagor. In addition, security deposits and first month's rent are also allowable.

Housing Counseling: services provided by caseworkers or housing professionals regarding housing options. Services include discussing housing options, making application for rental assistance programs, assisting with eligibility requirements, and providing fair housing counseling to persons that may encounter discrimination on the basis of race, color, religion, sex, age, national origin, familial status or disability.

Housing Opportunities for Persons With AIDS (HOPWA): as defined in Policy Section **10.0**.

Housing Placement: services provided by caseworker or special needs housing managers. Eligible activities include completing the final paperwork and documentation necessary to immediately place an individual or family in Section 8 Housing or permanent housing. Other eligible activities include coordinating the activation of utilities, and relocation efforts when applicable.

Housing Quality Standards (HQS): set by HUD, the requirement that a place of residence be “decent, safe, and sanitary at an affordable cost.” HUD form 52580 identifies the minimum standards and criteria for housing quality.

Housing Referrals: services provided by caseworkers relating to housing referrals. Services include making referrals to landlords, realtors, IHFA branch offices, or HUD-sponsored housing programs. Eligible activities also include scheduling meetings for Clients and/or attending meetings with housing providers on behalf of Clients.

Human Immunodeficiency Virus (HIV): the AIDS virus.

Identifying Resources: services provided by any employee of a contracted Service Provider that conducts activities related to creating and maintaining housing directories and identifying housing options.

Low-Income: any individual or family whose income does not exceed 80% of median income for the area, as determined by HUD (see Income Guidelines Chart).

Occupancy Agreement: the lease agreement between the tenant and the landlord that includes the specific provisions of the HOPWA program.

Payment Standard: the allowable monthly rent allotted to Eligible Persons or Families. The Payment Standard is no less than 90% and no greater than 110% of the Fair Market Rent for States of Idaho and counties set annually by HUD.

Policy: is a set of governing regulations designed to manage course or methods of action in achieving a desired outcome.

Procedure: specific (step-by-step) instructions to be followed in order to establish a normal or traditional way of conducting business.

Psychiatric Services: services provided by licensed psychiatric practitioners. Eligible activities include psychiatric assessment, diagnosis and treatment of persons with HIV/AIDS. Other eligible costs include medication and psychiatric therapy.

Release Forms: one of the various forms used by IHFA that the Applicant, Client, or Service Provider must sign giving IHFA and HUD access to files to include, but not limited to case management notes, billing statements, and notes from third-party mental health providers, and financial records.

Service Provider: an Service Provider that is contracted by IHFA to provide HOPWA service identified by this policy. Non-contracted Service Providers are referred to as “non-contracted Service Providers” or “third-party Service Providers.”

Source Documentation: original, unduplicated or translated information or documents directly from a Service Provider.

Supportive Services: under HOPWA include Health Services, Psychiatric Services, Housing Placement and Case Management for persons not receiving these services under Medicaid or Ryan White Title II or III. An Eligible Person does not have to reside in assisted housing to obtain supportive services.

12.1 Eligible Person or Families

An Eligible Person must be diagnosed with AIDS or related diseases, including HIV-positive status and being low-income (meaning that the individual or household income does not exceed 80% of the area median income). This policy requires that both the HIV/AIDS status and the income be verified. More specific information on verification can be found in 52.1 of this policy. An eligible family must have one member of the family HIV-positive or with AIDS and must be income qualified as a family to be eligible for services. The individual or family member with HIV/AIDS must be the Applicant.

All Eligible Persons or Family must be provided with HOPWA services providing HOPWA funds are available. Contracted Service Providers that have exclusive contracts for certain services must either reimburse other contracted Service Providers, reimburse third-party Service Providers, or provide direct services to that Client. **Service Providers cannot deny service to any Eligible Person providing the Service Provider has federal funding available from the HOPWA Program.** Service Providers that have received referrals from other contracted Service Providers must provide service to that individual when proof of their eligibility is provided. Proof of eligibility for all HOPWA clients must be included in an official IHFA application that is complete and accurate.

An Eligible Persons or Family that has completed an application and is eligible to receive services needs only to provide other contracted Service Provider with name, social security number and date of birth. The Service Provider must verify eligibility through IHFA.

20.1 Rental Assistance Description

Only Eligible Persons and their families may use rental assistance under HOPWA. Rental Assistance under this program is designed to allow Eligible Persons to select a suitable apartment or house to rent and have a portion (pro-rated amount) of the rent paid directly to the landlord or property owner. The housing selected must be decent, safe, and sanitary and must be inspected prior to occupation. This component of the HOPWA program will be administered by IHFA.

21.1 Maximum Subsidy

The amount of grant funds used to pay monthly assistance for an Eligible Persons or Families may not exceed the difference between the lower of the rent standard or rent reasonable for the unit; and the resident's rent payment calculated under this program.

21.2 Rent Standard

The rent for any selected unit cannot exceed the established Payment Standard for the county in which the unit is located.

21.3 Rent Reasonableness

The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently charged by the owner for comparable unassisted units.

21.4 Shared Housing Arrangements

Eligible Persons or Families may voluntarily choose to reside in a shared housing arrangement. The rent charged for such persons shall be in relation to the size of the private space for that assisted individual or family in the shared unit. Common space (i.e. shared bathrooms, shared dining areas, shared living areas, etc.) cannot be paid for using rental assistance. Assistance will be given on a pro rata portion based on the percentage of private space in the housing unit. However, the ratio is only calculated based on the square feet of the bedrooms.

Shared housing may include situations in which a HOPWA participant rents a room from a non-related homeowner who resides in the unit, as long as the homeowner is **not** considered the Eligible Person's significant other or partner and is not responsible for the care and well-being of the Eligible Person. In the case of an Eligible Person renting a room from a homeowner, the home would still have to meet HQS. If the homeowner owns a three-bedroom house (all 3 rooms are equal in size) and the Eligible Person rents one room, the Client's maximum assistance is the lesser of the FMR for a 1-bedroom unit or 1/3 of the cost of the total housing expense.

21.5 Housing Quality Standards (HQS).

Each participating Branch office or Public Housing Authority (PHA) will inspect units for compliance with applicable HQS standards prior to occupation. All inspections must be completed using the Inspection Checklist Form, HUD # 52580 (included in the Rental Assistance Form section of this manual) prior to signing a lease agreement.

21.6 Exclusions

Persons with HIV/AIDS who already receive long-term rental assistance from Section 8 or other subsidized housing programs are **NOT** eligible for the long-term rental assistance or emergency housing / homelessness prevention components of HOPWA. They may be eligible for all other supportive services.

22.1 Application for Rental Assistance

Persons interested in applying for Long Term Rental Assistance under HOPWA may contact IHFA's Housing Information and Referral Center (HIRC) at 1-877-438-4472 to request that an application be mailed to their case manager. This Official IHFA Application must be completed with the assistance of a case manager or housing counselor. Eligible individuals must have their application certified and submitted to IHFA before any services can be provided.

22.2 Section 8 Applicability

Eligible Persons or Families requesting rental assistance will first be placed on IHFA's HOPWA voucher waiting list. If it is determined by IHFA that the waiting list is too long, Applicants will be placed on the Section 8 waiting list simultaneously. Persons with HIV/AIDS will be given preference on the Section 8 waiting list under the *Terminal Illness Preference*. IHFA will only defer Applicants to the Section 8 waiting list if the HOPWA vouchers are filled and the waiting list is too long as determined by IHFA.

22.3 Application Deadlines

There is no application deadline for rental assistance or other services offered under this program. Any Eligible Person or Family can apply for rental assistance and supportive services at any time providing there are funds available for that year's activities.

22.4 Housing Voucher Awards

Funds will be awarded on a first-come, first-served basis. Incomplete applications will be returned to the Applicant, and will not be considered received until all required information is provided.

NON-HOUSING ASSISTANCE

Policy Section 3

Page 1

Adopted: January 1, 2002

Revised: N/A

30.1 Services Independent of Housing

HUD has made additional funds available to Eligible Persons and Families who need services independent of housing. Eligible Persons and Families may receive these services in addition to rental assistance even if they do not need rental assistance. However, it is the policy of IHFA that contracted Service Providers and designated non-contracted Service Providers document, to the maximum extent practicable, how services provided help Eligible Person gain and/or maintain permanent housing.

31.1 Supportive Services

Supportive Services under the IHFA's HOPWA program include, Case Management, Health Services (Dental Services Only), Housing Placement, Psychiatric Services and Client Transportation. A more detailed description of each activity can be found in section 11.1 of this policy. Supportive services are designed to help persons gain and/or maintain permanent housing.

32.1 Homeless Prevention

Homeless Prevention or *Short-Term* assistance is payments made on behalf of Eligible Persons for unpaid rent/mortgage and/or utilities. The Eligible Person and caseworker must show that failure to make payments would result in the person becoming homeless. Eligible Persons or Families may only receive 21 weeks of assistance under this provision of the program. The Homeless Prevention worksheet must be completed prior to making application.

33.1 Housing Information Services

Housing Information Services include Housing Counseling and Housing Referrals. Please refer to 11.1 of this policy for clarification.

34.1 Resource Identification

Housing Information Services include Identifying Resources and conducting Feasibility Research. Please refer to 11.1 of this policy for clarification.

CONTRACTED SERVICE

Policy Section 4 Page 1
Adopted: January 1, 2002
Revised: N/A

40.1 Contracted Service Providers/Service Providers

IHFA may from time to time or when necessary, enter into contract with different agencies or organizations to provide services to HOPWA-Eligible Persons. Contracts will be made to qualified Service Providers to perform activities identified in this policy. IHFA will reimburse contracted Service Providers for services provided to Eligible Persons not to exceed the amount stated in the contract. All contracted Service Providers will be paid an administrative fee for administering eligible programs. IHFA may designate non-contracted Service Providers to perform services on a limited basis. Non-contracted Service Providers may not be paid an administrative fee for providing services. Both contracted and non-contracted Service Providers are required to perform activities consistent with this policy, and in accordance with 24 CFR 574.

41.1 Contract for Services

Contracted Service Providers will be given terms and conditions of their award. The contract must be in place and signed by the Executive Director of the contracting agency/organization and the appropriate IHFA personnel. Contracts for services are for one year only and are renewable at the discretion of IHFA.

42.1 Qualifications of Service Providers

Persons providing Case Management or Housing Counseling services under a HOPWA contract must have a degree in Social Work or equivalent work experience. Agencies or organizations that want contracts with IHFA to provide HOPWA services must demonstrate that their staff has the experience and the capacity to perform services. Case managers and housing counselors will determine HOPWA eligibility and will decide whether or not the participant can access other resources such as private medical insurance, Medicaid, Medicare or other such sources prior to billing HOPWA-funded health services. Service Providers must demonstrate a good knowledge of social programs and experience in connecting Eligible Persons or Families with mainstream resources.

ACCESSING SERVICE/ APPLICATIONS/TERMINATIONS

Policy Section 5

Page 1

Adopted: January 1, 2002

Revised: December 1, 2002

50.1 Accessing Services

All eligible HOPWA Clients can access Rental Assistance services through any of the contracted Service Providers, any IHFA Branch Office, and through designated non-contracted Service Providers. Supportive Services can be accessed through any of the contracted Service Providers and designated non-contract Service Providers. Eligible persons or families needing service may contact IHFA's Housing Information and Referral Center (HIRC) at 1-877-438-4472 for a list of Service Providers in your area.

51.1 Application Process

Eligible persons or families requesting HOPWA services must make application to IHFA using the *Official IHFA Application* for services via a contracted Service Provider or through a designated non-contracted Service Provider. The *Official IHFA Application* consists of the following forms:

- **AHS-01: Applicant Acknowledgement**
- **AHS-02: Applicant Information**
- **AHS-03: Income Verification**
- **AHS-04: Statement of No Income**
- **AHS-05: Service Provider Information and Certification**

If any of the forms needed for the type of services requested are missing, or are not signed by the appropriate personnel, the application for services will be referred back to the Applicant. Service Providers must submit the original application to IHFA prior to providing services. **All original applications for services must be sent to IHFA prior to providing services at the mailing address provided in Procedure Section 1, Page 2.**

Service Providers may ask for information in addition to the information on the application. However, the Applicant need only provide the information on the Official IHFA Application to receive services. Any additional information provided is at the Applicant's discretion. An application cannot be rejected, or HOPWA services denied to any person who refuses to provide any information other than what is required on the Official IHFA Application.

51.2 Applications on File

The Applicant only needs to complete an Official IHFA Application once. Applications will be kept on file at IHFA. The Applicant/Client is not required to complete an application for each Service Provider. Clients with a current IHFA application on file cannot be required to supply the same the information on file at IHFA to another Service Provider. However, if the Applicant has received services in the past and nine months have elapsed between services, a new application must be completed. A new application must be submitted any time an Eligible Person's *family status* changes.

51.3 Application Verification

Service Providers who need to verify a person's eligibility (and such Applicant indicates his/her application is on file at IHFA) needs to send a letter to the person and address on the application requesting the eligibility status of a person by name, date of birth, and social security number. IHFA will respond in writing informing the Service Provider of the Applicant/Client's eligibility. No other information about the Applicant/Client will be provided.

52.1 Certification and Verification

Each application requires verification and/or certification of information. The case manager or housing counselor or medical professional must provide certification that the person does have HIV/AIDS. The case manager or housing counselor must also provide income verification. All certifications and/or verifications must come from source documentation, i.e. SSI statements, pay-stubs, medical diagnosis, etc. Eligible Persons will not receive services unless appropriate certifications and/or verifications are made.

53.1 Service Termination

Persons receiving Supportive Services from HOPWA may have services terminated for one or more of the following reasons:

- The Applicant has falsified any information on the application;
- The individual or family no longer income qualifies for services;
- A member of the household is arrested and/or convicted for manufacturing, using or selling controlled substances while receiving Supportive Services; or
- The individual or family fails to follow through with assignments by case managers or make measurable progress toward gaining and maintaining permanent housing.

Persons receiving Rental Assistance from HOPWA may have services terminated for one or more of the following reasons:

- The Applicant has falsified any information on the application;
- The individual or family no longer income qualifies for services;
- The individual or family fails to pay their pro-rata share of the rent;
- A member of the household is arrested and/or convicted for manufacturing, using or selling controlled substances from the public subsidized housing unit;
- The individual or family moves to another state;
- The individual or family voluntarily vacates housing and stops communicating with the case manager or housing counselor;
- The Client cannot find suitable housing within the required time; or
- The Client fails to actively pursue housing.

60.1 Billing Requirements

IHFA only pays for costs on a reimbursement basis. All contracted Service Providers and designated non-contracted Service Providers determine eligibility, provide services (or pay for services if performed by third-party), then request reimbursement. All services must be provided prior to receiving reimbursement. Agencies or organizations requesting reimbursement must complete:

- *Reimbursement Facesheet*
- *Client Billing Worksheet*
- *Homeless Prevention Worksheet* (for emergency assistance only)

A Service Provider may only request reimbursement for clients whose complete and accurate applications are on file at IHFA. IHFA will also only reimburse for activities that have been billed no more than 60 days from the time services were provided.

61.1 Administrative Billing

Contracted Service Providers will be reimbursed for Administrative Costs at the rate identified in the contract. Administrative reimbursement is automatically calculated on each reimbursement request. For IHFA Branch Offices and other housing authorities, Administrative Costs reimbursement is made on an hourly rate for services rendered and for transportation or mileage expenses.

62.1 Project Monitoring

IHFA may monitor each contracting agency annually or more frequently if necessary. The monitoring visit is simply to determine if eligible services were provided to Eligible Persons. IHFA will notify the Service Provider in writing of the date of the monitoring visit and provide a list of documents needed to conduct the monitoring visit.

63.1 Forms and Paperwork

IHFA may, as necessary, change a form, create a new form, dispose of an old form, when the need to collect additional information may arise or for other reasons deemed necessary by IHFA. All the forms necessary to receive HOPWA services may not be listed in this policy, but are available through any IHFA office and contracted Service Provider. The following forms are needed to receive assistance:

Application for HOPWA Services (AHS)
Reimbursement Documentation Forms (RDF)
Special Needs Housing (SNH)

- Application for Services (5 forms):
 - Applicant Acknowledgement AHS-01
 - Applicant Information AHS-02
 - Income Verification AHS-03
 - Statement of No Income AHS-04
 - Service Provider Information AHS-05

- Request for Funds Facesheet: HOPWA Program RDF-01
- Client Billing Sheet: Special Needs Housing Program RDF-02
- Homeless Prevention Worksheet RDF-03
- Rental Assistance Authorization SNH-01
- Occupancy Agreement SNH-02
- Rental Assistance Contract SNH-03
- Rent Calculation Form SNH-04
- Lease Approval and Inspection SNH-05
- Housing Reimbursement Request SNH-06
- Exiting Information SNH-07
- Termination of Occupancy Agreement SNH-08
- Notice of Intent to Appeal SNH-09
- Confirmation of Income Eligibility SNH-10
- Transfer to Section 8 Notice SNH-11

70.1 Privacy Statement

At Idaho Housing and Finance Association (IHFA), respecting the privacy and security of personal information is important to us. All personal information will be kept that way – personal and private. Idaho Housing and Finance Association will not disclose, nor reserves the right to disclose, any nonpublic personal information to any non-affiliated third-party except as required by law or with the Client’s written permission. All personal Client information will be kept confidential and will not be accessible to any persons other than authorized HOPWA personnel from IHFA or HUD. Additionally, IHFA does not share information with other agencies or organizations, nor gives any other Service Provider shared access to data systems.

71.1 Applicable Laws

- United States Code, Section 552A states that “no agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency pursuant to a written request by, or prior written consent of, the individual to whom the records pertain.”
- 24 CFR 574.440 requires the Service Provider to ensure the confidentiality of persons requesting assistance. However, a Service Provider must provide IHFA and HUD access to all information deemed necessary to verify appropriate expenditures and other information required under applicable law. This may be facilitated by client release forms.

72.1 Use of Information

IHFA will transfer general information (age, sex, etc.) provided on the application to a database to generating non-specific statistics as required by HUD for annual reporting requirements. Specific information (name, HIV/AIDS status, clinical notes, services received, etc.) will not be included in such HUD reports. If names are included, they are included only to prevent duplicate reporting, not for inclusion into the report.

CONFORMANCE TO POLICY

Policy Section 8

Page 1

Adopted: January 1, 2002

Revised: N/A

80.1 Policy Failure

The policies and procedures contained in this document were assembled as an attempt to standardize the HOPWA service delivery system. Policies or procedures missing from this document are not a result of deliberate omission. If the policies or procedures of this document fail to address a critical element of service delivery, please contact the Grant Management Department at 1-877-4GRANTS for assistance and guidance. All HOPWA requirements of 24 CFR 574 are incorporated as part of this policy.

81.1 Failure to follow policies and procedures

Agencies or organizations that fail to follow the policies and procedures outlined in this document will not be eligible to receive reimbursement for HOPWA activities. Failure to follow these policies and procedures may result in contract termination and may be used in determining program compliance and considered as a factor for future contractual agreements.

82.1 Policy updates

Unless earlier updated or modified by HUD requirements, the Policies and Procedures of this document will be updated annually, prior to the distribution of the new contracts.

COMPLAINTS

Policy Section 9 Page 1
Adopted: January 1, 2002
Revised: July 15, 2002

90.1 Cooperation and coordination

It is the policy of IHFA that the contracted and designated non-contracted Service Providers cooperate and coordinate their service delivery activities. All Service Providers must accept and process referrals from other agencies in an attempt to provide the best level of service possible to Eligible Persons and Families.

91.1 Service Provider complaints

Service Providers that have legitimate (documented) information regarding the mis-performance, mal-performance, or non-performance of any contracted Service Provider may send their written complaint to:

HOPWA Programs
C/O IHFA
P.O. Box 7899
Boise, Idaho 38707-1899

92.1 Applicant/Client complaints

Applicants/Clients that have legitimate (documented) information regarding the mis-performance, mal-performance, or non-performance of any contracted Service Provider may send their written complaint to:

HOPWA Programs
C/O IHFA
P.O. Box 7899
Boise, Idaho 38707-1899

Applicants/Clients may also call 1-877-4GRANTS or 1-800-438-4472 for assistance.

93.1 Resolving complaints

IHFA will investigate all complaints in an expeditious and timely manner. IHFA may conduct monitoring visits or request HUD's assistance in conducting investigations into policy violations. IHFA requires full cooperation from Service Providers when investigating complaints.

**Idaho Housing and Finance Association
Housing Opportunities for Persons with AIDS
Procedure Manual**

Section

10.0	General Application for Services
20.0	Income Verification
30.0	Homeless Prevention Application
40.0	Providing Services
50.0	Client Billing Sheet
60.0	Verification of Services
70.0	Reimbursement Request
80.0	Housing Services
90.0	Compliance Monitoring

NOTE: The procedures of this manual are to be used in conjunction with the policies. Therefore, all definitions, terms, and explanations in the policy section are applicable to the procedure section of this manual.

10.0 Official IHFA Application for services

10.1 Applicant Requirements

Any Applicant, regardless of receiving service in the past (unless they have a current application on file at IHFA), must complete the official IHFA application for services. Any person receiving services after **January 1, 2003** must have an original application on file at IHFA prior to receiving services.

The Applicant is encouraged to thoroughly read the policies and procedures governing the HOPWA program prior to completing an application for assistance.

The Applicant must complete an official IHFA application with the assistance of a contracted or designated non-contracted Service Provider. The Applicant must complete every page of the application that is applicable to the types of services requested as identified in policy **51.1**. In a situation where a Client cannot locate a local contracted Service Provider, the Applicant may contact Idaho Housing and Finance Association (IHFA) at 1-800-438-4472 to obtain information about contracted Service Providers in Idaho.

The Applicant must provide the Service Provider with any necessary information to complete the income verification and the HIV/AIDS status showing that the Applicant has been determined eligible to receive services.

The Applicant must sign all of the forms applicable to the types of services requested in the application in order to be eligible to receive services under the HOPWA program. Additionally, an Applicant will not be eligible to receive services until the original application is on file at IHFA.

10.2 Service Provider Requirements

The Service Provider must complete an official IHFA application for every Client who receives services after **January 1, 2003**. *For clients who have received service previously and have the old application form on file at IHFA, the AHS-01 Applicant Acknowledgement form will still be required.*

The Service Provider must review the policies and procedures governing the HOPWA program with the Applicant prior to completing the application. The Applicant must be present in the Service Providers office when completing the application.

The Service Provider must assist the Applicant in completing all pages of the application as identified in policy **51.1**. The Service Provider is responsible for clearly communicating the eligibility requirements of the HOPWA program and the eligible activities to each client.

The Service Provider must sign the application (if the representative of the Service Provider assisting the Applicant has been authorized by the organization. If not, the executive director or manager must sign the application).

The Service Provider must photocopy the application for the Client's file and send the original application with original signatures to:

Rental Assistance/HOPWA Program
Idaho Housing and Finance Association
P.O. Box 7899
Boise, Idaho 83707-1899

Applications requesting housing services are time and date sensitive.
Applications may be hand-delivered to:

Rental Assistance Program, 4th Floor
IHFA
565 W. Myrtle, Suite 400
Boise, Idaho 83702

10.3 IHFA Requirements

IHFA will date stamp all applications. General (non-specific) information will be entered into the computer as part of the homeless tracking system.

IHFA will place the original application in a confidential file with access granted to no one except appropriate HOPWA Program staff.

IHFA will only notify the Applicant, via the Service Provider, if the application is incomplete or the person is not eligible for services. Notification will occur within two (2) working days of receipt of the application. The Service Provider may request notification of ineligibility in writing, which will be sent within ten (10) working days.

INCOME VERIFICATION

Procedure Section 2 Page 1
Adopted: January 1, 2002
Revised: N/A

20.0 Income Verification

20.1 Applicant Requirements

The Applicant must provide all of the following documentation to the Service Provider: the most recent tax return, the most current SSI statement, the most current pay stubs (3 months), the most current court judgement or ruling regarding child support, the most current Unemployment Insurance statement. No service will be authorized or provided without income verification.

If the Applicant has no income, the *Statement of No Income* form must be completed every three months. It is the Applicant's responsibility to complete the *Statement of No Income* every three months with the assistance of the Service Provider.

The Applicant must provide income verification (and supporting documentation) for every person in the household 18 years of age or older.

The Applicant must provide income verification to IHFA annually (and approximately on year from the original application) if federal assistance is provided to Clients on an ongoing basis.

20.2 Service Provider Requirements

The Service Provider must request, receive, and retain a copy of the following documents from the Applicant: the most recent tax return, the most current SSI statement, the most current pay stubs (3 months), the most current court judgement or ruling regarding child support, the most current Unemployment Insurance statement. Services cannot be authorized or provided to persons that cannot verify their income. If the Service Provider is not provided with any of the required documentation from the Applicant, the Service Provider must document in the Applicant's file the extent of their efforts to verify income. The Service Provider must get annual income verification for all persons receiving services on an on-going basis.

Only as a last resort can the *Statement of No Income* be used. It the responsibility of the Service Provider to assist the Client in completing the *Statement of No Income* every three months. However, the Service Provider must not assume the Applicants income will not change in a three-month period. The Service Provider must attempt to verify income according to sections **20.1** and **20.2** of this procedure before completing another *Statement of No Income*.

Service Providers may calculate the time spent verifying an Applicant's income as an eligible activity under Supportive Services (Case Management) according to policy section **10.1** and procedure section **70.1**

30.0 Homeless Prevention Application

30.1 Applicant Requirements

The Applicant will assist the Service Provider in completing the *Homeless Prevention Worksheet* by providing the necessary documentation. Homeless Prevention (emergency assistance) services will only be granted to Applicants with appropriate documentation that homelessness is imminent.

The Applicant must provide the Service Provider with an eviction notice, a foreclosure letter, or a notice of utility termination. These documents must be from the landlord/property manager, mortgage company, or utility company. The notification must include the address of the Applicant and the Applicant's name.

If the Applicant is requesting a security deposit and/or first month's rent, he/she must provide the Service Provider with a lease agreement. No assistance can be provided unless a lease agreement is in effect between the Applicant and the landlord/property manager.

The Applicant must complete a new *Homeless Prevention Worksheet* every time additional Homeless Prevention assistance is requested.

The Applicant must provide a statement explaining how the assistance will change the current situation and will enable him/her make payments independent of financial assistance.

30.2 Service Provider Requirements

The Service Provider must assist the Applicant in completing the *Homeless Prevention Worksheet*.

The Service Provider must attach all necessary documentation showing the Client to be in imminent danger of being homeless as a result of delinquent rent/mortgage or utilities. The *Homeless Prevention Worksheet* must accompany the *Reimbursement Facesheet* when requesting reimbursement.

Because housing and residency circumstances may be complicated, Service Providers may ask for an exemption of this policy requiring notice of eviction or foreclosure. The program administrator at IHFA will make exemption on a case by case basis.

30.3 IHFA Requirements

IHFA will only review the application for clarity. If the appropriate documentation is made, and the Applicant is an Eligible Person or Family, IHFA will process the request for Homeless Prevention when accompanied by a *Request for Funds Facsheet*.

40.0 Providing Services and/or Financial Assistance

40.1 Client Requirements

If the Client is not receiving services provided directly by the contracted Service Provider or designated non-contracted Service Provider, the Client must schedule service by a third-party Service Provider.

The Client must provide the original billing statement from service provided by third-party providers to the contracted Service Provider to for inclusion into the Client file. Any additional billing information such as rate adjustments, explanation of benefits (EOB) that pertain to the service must also be given to the contracted Service Provider.

40.2 Service Provider Requirements

The Service Provider must provide direct Client services or coordinate third-party services for Eligible Persons.

The Service Provider must pay for all services including homeless prevention prior to requesting reimbursement. HUD funds can only be used to reimburse Service Providers for services that have been performed. Neither IHFA nor HUD pays in advance of any documented services.

The Service Provider must be able to prove that the services were performed and paid for prior to requesting reimbursement from IHFA. The Client files must have specific reference to the date the service were provided, the type of services provided, and the hours of service provided. This can be accomplished by entries in a Client activity sheet, medical or clinical charts, appointment calendars, case workers activity sheets, billing statements, or any other documentation that necessary to verify services were provided.

The Service Provider must only provide (or refer to third-party provider) services identified in their HOPWA contract.

40.3 IHFA Requirements

Refer to procedure **70.3**

CLIENT BILLING SHEET

Procedure Section 5 Page 1
Adopted: January 1, 2002
Revised: N/A

50.0 Client Billing Sheet

50.1 Client Requirements

There are no Client requirements.

50.2 Service Provider Requirements

The Service Provider must fill out a *Client Billing Sheet* that includes services provided to all Clients (excluding homeless prevention which requires a separate form) during the billing period.

The Clients billing sheet must include date of service, Client name (or confidential I.D.#), activity code, hourly rate, time spent with Client, and a total for that service.

The Service Provider must use the following activity codes: **HS**-Health Services (dental only), **PS**-Psychiatric Services, **HP**-Housing Placement, **CT**-Client Transportation **CM**-Case Management, **HC**-Housing Counseling, **R**-Referrals (to housing services), **IR**-Identifying Resources, **FR**-Feasibility Research.

Homeless prevention service must be place on the *Homeless Prevention Worksheet*. Do not put homeless prevention services on the *Client Billing Sheet*.

The Service Provider must only include services on the *Client Billing Sheet* that can be immediately verified in the Client files.

50.3 IHFA Requirements

Refer to procedure **70.3**

VERIFICATION OF SERVICES

Procedure Section 6 Page 1
Adopted: January 1, 2002
Revised: N/A

60.0 Verification of Services

60.1 Applicant Requirements

There are no Client requirements.

60.2 Service Provider Requirements

The Service Provider must be able to show IHFA and/or HUD that the services were provided prior to billing IHFA.

The Service Provider must be able to account for all time billed to IHFA for reimbursement in the Client files. If a third party provided services, the original billing statement must be in the Client file before reimbursement can be made.

The Service Provider must have entries in the Client files for direct hours (face to face) provided and indirect hours (follow-up, phone calls, etc.) provided prior to the date of reimbursement. IHFA and HUD do not pay in advance for any services

60.3 IHFA Requirements

Refer to procedure **70.3**

REIMBURSEMENT REQUEST

Procedure Section 7 Page 1
Adopted: January 1, 2002
Revised: N/A

70.0 Reimbursement Request

70.1 Applicant Requirements

There are no Client requirements.

70.2 Service Provider Requirements

The Service Provider must complete a *Request for Funds Facesheet* and a *Client Billing Sheet* and/or *Homeless Prevention Worksheet* in order to receive reimbursement. If a third party provided services, a copy of billing statements must be attached to the *Request for Funds Facesheet*.

The Service Provider must submit the reimbursement request to IHFA within sixty (60) days of providing the service. If a third party provider has not provided the Service Provider with the appropriate billing statements within a sixty-day (60) period, the Service Provider must submit the bill for reimbursement within sixty (60) days of receiving the bill for services.

70.3 IHFA Requirements

IHFA will review the Homeless Prevention application, the Client Billing Sheet, and the Request for Funds Facesheet for accuracy. Only if the information appears to be correct and accurate will IHFA process the request for reimbursement.

IHFA will process all accurate request within ten (10) working days. IHFA will reimburse for eligible activities with twenty (20) days of receiving the reimbursement request.

80.0 Housing Services

80.1 Applicant Requirements

Once a voucher has been assigned, the Applicant/Client must contact Boise City/Ada County Housing Authority or one of IHFA's Branch Offices within ten working days to schedule an appointment with a housing counselor to complete the housing assistance portion of the application.

The Applicant/Client must assist Boise City/Ada County Housing Authority or IHFA in completing the housing assistance application. The Client must provide the housing counselor with the necessary information to complete the application.

The Applicant/Client must provide the housing counselor with any monthly or annual income verifications as necessary.

The Applicant/Client must locate appropriate housing.

80.2 Service Provider Requirements

The Service Provider (housing counselor) must assist the Applicant/Client in completing the housing assistance application.

The Service Provider must complete all necessary eligibility and income certifications.

The Service Provider must review the rental agreement with the Applicant/Client and the property owner/landlord if necessary.

The Service Provider must complete the Housing Quality Standard inspection prior to occupation.

The Service Provider must also request reimbursement from IHFA on behalf of the Client.

80.3 IHFA Requirements

IHFA will disburse voucher payment

90.0 Compliance Monitoring

90.1 Applicant Requirements

There are no Client requirements.

90.2 Service Provider Requirements

The Service Provider must make available to IHFA and HUD any information requested regarding service provided with HOPWA funding.

The Service Provider must have all information necessary to complete audits or monitoring visits on site. Additionally, the Service Providers must make assessable all necessary files at the time of the audit or monitoring visit.

The Service Provider must assist IHFA and HUD in conducting the audit or monitoring visit. Additionally, the Service Provider must make available the necessary staff to provide information in a timely manner.

The Service Provider must respond in writing to IHFA correcting any findings as a result of the audit or monitoring visit.

90.3 IHFA Requirements

IHFA will notify the Service Provider of scheduled audit or monitoring visit no less than fifteen (15) working days prior to the scheduled audit or monitoring visit.

IHFA will provide a list of documents to be viewed no less than fifteen (15) working days prior to the scheduled audit or monitoring visit.

IHFA will notify the Service Provider of any findings with 10 working days of the audit or monitoring visit.