

Domestic Violence Coordinators Office
Program Instructions – HUD Funded Programs
Supportive Housing Programs
January 2, 2007

1. **CONTRACTOR** must conform to regulations as written in “Supportive Housing Program (SHP) Rule” 24CFR Part 583¹. The Domestic Violence Coordinators Office (DVCO) program liaison should be contacted for clarification of any points written in the “Rule”, a copy of which is provided to each DVCO contractor receiving HUD SHP funds. All other regulations provided by HUD to DVCO will be sent to the **CONTRACTOR** as updated. **CONTRACTOR** will comply with updated regulations as provided.
2. **CONTRACTOR** must have a written policy on service termination and a grievance process that covers terminations. Clients must be notified of the policy and grievance process, and the reason for termination must be documented in the client file. Reference 24CFR Part 583.300(i).
3. All units rented for transitional housing using even a part of SHP funds may not exceed the HUD determined HUD Fair Market Rents (FMR) for Portland, OR based on size of unit. FMR listings are available through the program liaison, or through the HUD web site on the Internet (www.HUD.gov). FMR rates are published annually.
4. **CONTRACTOR** must document how rent charges, if any, are calculated for each client. The calculation methodology must comply with provisions of the US HUD Office of Community Planning and Development Notice CPD-96-03².
5. All files must clearly document homelessness status of clients, in compliance with HUD definitions. These definitions are provided in a number of documents including page 4 of the HUD publication “Understanding the Supportive Housing Program”³.
6. **CONTRACTOR** must provide for participation of persons who are currently or formerly homeless in policy and decision making, in compliance with 24 CFR Part 583.300(f). The regulation requires that, “to the maximum extend practical,” agencies involve homeless persons in all aspects of the project. The practices of the providers in assuring participation must be included in the low-income involvement report due with their final year billing, per contract.
7. **CONTRACTOR** must assure that file documentation includes, at a minimum:
 - Intake information
 - Homelessness determination
 - Assessment of strengths and needs
 - Rent calculation (if any)
 - Termination procedures and grievance rights (signed by program participant)
 - Case plan with goals and timeline (to be updated as appropriate)
 - Case notes that document the case plan goals/achievements
 - Lead-Paint notification if applicable
 - Habitability Standards review

¹ Supportive Housing Program (SHP) Rule (24 CFR Part 583) HUD Office of Special Needs Assistance Programs 1997 (Copy provided to each contractor)

² US HUD Office of Community Planning and Development Notice CPD-96-03 (Copy provided to each contractor)

³ US HUD Office of Community Planning and Development dated March 1997 (Copy provided to each contractor)

- Lease agreement and program contract including participant expectations
 - Participant Rights including confidentiality statement and grievance statement
 - Documentation that a safety plan was developed by the participant
 - Reason for exiting program that includes:
 - a. Notification of client of termination from the program and the reason for that termination.
 - b. Exit summary
 - c. Copy of termination letter to participant
 - Follow-up information
8. Resource Coordination will include .25% of coordinator time will develop resources for housing of clients. This includes but is not limited to:
- Informational training for landlords concerning domestic violence and the issue of domestic violence in rent history and tenant/landlord interactions.
 - Developing other mainstream community resources for clients that will increase their stability in housing.
 - Respond to landlords within 72 hours concerning reported issues with tenants in program.
 - Work with landlords in developing lease agreements that will benefit the client.
 - Create partnerships with utility companies and other resources as necessary to housing issues.
9. All project expenditures for appliances for both facility-based programs and scattered site programs must meet Energy Star standards.
10. Program service must be voluntary. Program expectations should be outlined at intake with guidelines for monthly expectations. No services other than Advocacy can be mandated for participants. Required advocacy meetings should be no more or less than:
- Once a week for the first 60 days.
 - No more or less than twice a month for days 60 – 120.
 - Not less than once monthly for the balance of participation.
 - A yearly HUD mandated Habitability review of housing is required
 - All advocacy meeting should be at a time and location that is safe and convenient for the participant.