

Attachment C
PATHWAY
Supportive Housing Assistance for Refugees

A. CONTRACTOR RESPONSIBILITIES

1. Refugee Employment Subsidized Housing (RESH) Services

A. Eligibility and Enrollment

Contractor shall:

1. Receive and track RESH application forms from the DWS Housing Program Specialist and communicate status of the wait list to the DWS Housing Program Specialist, FEP Employment Counselors and client Case Managers as needed.
2. Activate files within six weeks of receipt or document any delay to the application process. Applications are processed in the order determined by the DWS Housing Program Specialist.
3. Review and verify eligibility status in eShare for clients who were identified in the monthly coordination meeting as possible case closures or sanctions.

B. Housing Orientation and Education

1. Conduct an introductory orientation to RESH services with the client, housing authority staff and the referring agency Case Manager. (Referring agencies should provide interpretation services.) Orientations shall include, but are not limited to:
 - a. Program guidelines, expectations, roles and responsibilities.
 - b. Detailed overview of good tenant principles.
 - c. A pre and post assessment.
2. Assist if requested, with housing orientations to newly arrived refugees at the Asian Association of Utah, Catholic Community Services of Utah and the International Rescue Committee.
3. Conduct a workshop for clients who have received RESH services for at least six months, workshops shall include but are not limited to:
 - a. Seasonal considerations such as proper heating and cooling practices, general budgeting and planning for transition out of the service, tips and techniques for communicating with landlords, knowledge and resources on how to search for and obtain new housing solutions.
 - b. A pre and post assessment.

C. Support and Coordination of Client Progress toward Housing Goals

1. Ensure that the referring agencies sign the Memorandum of Understanding (MOU) prepared by HACSL that details roles and responsibilities of each agency.
2. Record the housing goals provided by the client's Case Manager and Employment Counselor located on the RESH application. Ensure that the steps outlined for each housing goal are sufficient, can be achieved in the designated timeline, and that each step is assigned to the Case Manager, Employment Counselor or HACSL staff.
3. Participate in a monthly coordination meeting with one representative from referring agencies, the DWS Housing Program Specialist and FEP Employment Counselors. Coordination meetings will address specific family issues, non-participation, lease violations, requests to move, client progress toward housing goals, best practices, lessons learned, and families transitioning off of the housing subsidy.
4. Work with the referring agency to help clients apply for other housing subsidy programs, monitor, verify and evaluate client's status on the wait list for other subsidy programs.

D. Client Housing Support and Advocacy

1. Facilitate and mediate communication with the client and landlords in conjunction with the Case Manager.
2. Assist the Case Manager, FEP Employment Counselor and DWS Housing Program Specialist with a home visit for clients who have received the housing subsidy for at least six months. The goals of the home visit are to: review progress toward the client's housing goals, determine if the client has additional housing needs, and plan for the client's transition off of the housing subsidy. Communicate the outcomes of the home visit with the client's Case Manager and FEP Employment Counselor.
3. Provide housing advocacy and connection to services for clients receiving RESH services who do not have a Case Manager and who arrived to the U.S. more than 24 months prior to enrollment in the service. Services to these individuals include, at a maximum:
 - a. Assess client's housing goals and outline steps needed to achieve goals. Record housing goals in the client's file and reassess on a monthly basis.
 - b. Connect client to services and resources related to housing goals.
 - c. Facilitate and mediate communication with the client and the landlord.
 - d. Record and track all activities in the client's case notes and maintain in the file.
4. Administer exit surveys to clients when they complete services.

E. Inspections and Safety

1. Inspect housing units during the application process to ensure each unit meets HUD health and safety standards.
2. Ensure that all participating landlords comply with RESH guidelines and procedures established by HACSL and DWS.

F. Monthly Rental Payments to Landlords

1. Provide monthly rental payments to landlords for eligible clients, calculate and pay the difference directly to the landlord. The rental subsidy is as follows:
 - Months 0-6: 30% of income
 - Months 7-9: 40% of income
 - Months 10-12: 50% of income(Note: Income includes government benefits and employment.)
2. Adjust the subsidy level if income or household size changes and verify and document those changes.
3. Issue rent payments within two weeks of the file activation date or document reasons if there is a delay in issuance.

G. Record Keeping and Compliance

1. Maintain a case file for all households including the following:
 - a. Disclosure of Information, *Attachment O: Form 115, Disclosure of Information*
 - b. Client's lease agreement
 - c. RESH application
 - d. Client housing goals
 - e. Copy of monthly subsidies
 - f. Case notes, record of attendance at trainings and orientations, pre and post assessments, client exit survey
2. Maintain a file for all staff funded under this contract including the following:
 - a. Signed Code of Conduct, *Attachment I: Code of Conduct*
 - b. 3rd Party Access Request Form, *Attachment L: 3rd Party Access Request Form* (for staff accessing eShare, mail signed copy to the DWS Housing Program Specialist and for deactivation requests)

- c. Copy of the Background Check, *Attachment K: Background Check Policy*
- d. Signed Non-Disclosure Agreement, *Attachment O: Form 115, Disclosure of Information*

2. Case Management Services at the Bud Bailey Apartment Complex

A. Case Management

The Contractor will achieve Case management outcomes (as described in Section 2.E, below) by administering the components listed below. When the refugee client has a Case Manager, the Bud Bailey Case Manager is considered the secondary Case Manager. All aspects of case management will be coordinated with the client's Case Manager or Employment Counselor, if any. The Bud Bailey Case Manager is responsible for the following:

1. Enrollment and Intake

- a. AAU, CCS and IRC will refer eligible refugee tenants to the Bud Bailey Case Manager. Eligible refugees must meet all of the following requirements:
 - Refugee status, *Attachment G: Refugee Status*.
 - Have an active Bud Bailey Project Based Voucher .
 - TANF Needy Family eligible household.
- b. Case Manager will assist each client complete the application and accompanying documentation.
 - i. Document verification of the client's refugee status by completing Form 300 for TANF eligible clients and obtain the required verification as outlined on *Attachment H: Form 300, English*.
 - ii. Disclosure of Information, *Attachment O: Form 115, Disclosure of Information*.
- c. Explain case management services and goals, and open a case file.

2. Assessment

- a. If the client does not have a primary Case Manager, assess needs and strengths using the Refugee Progress Assessment form, *Attachment N: Refugee Progress Assessment Form*), then on a biannual basis thereafter. If the client has a primary Case Manager, coordinate with the Case Manager to identify needs and strengths, and track in the file.
- b. Track quarterly progress on housing, English and education and financial stability needs that were identified on the Progress Assessment form or by the Case Manager.

3. Self-Sufficiency Plan

- a. Define short term and long term goals with the client and identify strengths and barriers to housing, education and financial stability.
 - i. Goals must be addressed in an incremental process that will teach the client how to progressively access resources and services in the community. Goals are identified in the assessment, are based on the client's strengths and will reduce barriers to assist the client to move toward self-sufficiency.
 - ii. Goals must be prioritized so that the most crucial needs are addressed first. Each need identified in the assessment has a corresponding action item in the plan to meet the need.
 - iii. Coordinate with the primary Case Manager on a regular basis on goals that pertain to or are assigned to the secondary Case Manager.

4. Connection to Services

- a. Assist client connect to services related to goals as indicated by their plan.
 - i. Ensure client is connected to resources and services that help them learn how to maintain stable housing and attain skills and knowledge needed to move toward self-sufficiency.

- ii. Assist case access services needed to address financial stability goals as indicated on the self-sufficiency plan.
 - iii. Assess employment status and enroll adult household members into appropriate ESL (English as a Second Language) classes, education and job skills training.
 - iv. Connect case with community and family support resources identified in the self-sufficiency plan.
 - b. Assist client arrange transportation and interpretation as necessary.
 - c. Ensure that all referrals to services have been completed and are fully documented in the case file.
 - d. Conduct outreach to youth and connect them to on and off site programs, such as afterschool programs.
- 5. Monitoring and Evaluation
 - a. Monitor the progress of each case in the areas identified as the goals in the plan by assessing the case on a quarterly basis by using the Refugee Progress Assessment form, by case manager observation of the case, by client feedback or through regular updates with the Case Manager at outside agencies.
 - b. Conduct monthly home visits as appropriate. Case note reasons why home visits were not completed.
- 6. Termination
 - a. Discuss ongoing needs and resources case may need at the end of the case management period and connect case to the resources.
 - b. Document status of goals, administer a case exit survey and close case.

B. Housing Orientation and Education

- 1. Conduct an introductory orientation to tenants receiving case management services who are new to the apartment complex. Orientations shall include, but are not limited to:
 - a. Policies and guidelines of the project based voucher and the Bud Bailey apartment complex.
 - b. Detailed overview of good tenant principals.
 - c. A pre and post assessment.
- 2. Conduct a workshop for clients who have received case management services for at least six months, workshops shall cover but are not limited to:
 - a. Seasonal considerations such as proper heating and cooling practices, general budgeting and planning for transition out of the service, tips and techniques for communicating with landlords, knowledge and resources on how to search for and obtain new housing solutions.
 - b. A pre and post assessment that measures each client's knowledge at the beginning and at the end of the orientation.

C. Other Housing Support and Advocacy

- 1. Case Manager will maintain a work schedule that will support refugee youth and tenants at Bud Bailey, i.e. weekdays from 3 PM to 6 PM and evenings and weekends as needed.

D. Record Keeping

- 1. Maintain a case file for all households including the following:
 - a. DWS Form 300, *Attachment H: Form 300, English*, along with supporting documentation
 - b. Disclosure of Information, *Attachment O: Form 115, Disclosure of Information*
 - c. Client's lease agreement
 - d. Refugee Progress Assessments, *Attachment N: Refugee Progress Assessment Form*

- e. Client housing goals, compiled by the Case Manager
 - f. Case notes, record of attendance at trainings and orientations, pre and post assessments, client exit survey
2. Maintain a file for all staff funded under this contract including the following:
- a. Signed Code of Conduct, *Attachment I: Code of Conduct*
 - b. 3rd Party Access Request Form (for staff using eShare, mail signed copy to the Housing Program Specialist and for deactivation requests), *Attachment L: 3rd Party Access Request Form*
 - c. Copy of the Background Check, *Attachment K: Background Check Policy*
 - d. Signed Non-Disclosure Agreement, *Attachment O: Form 115, Disclosure of Information*

3. DWS RESPONSIBILITIES

1. Work closely with HACSL to coordinate enrollment in to RESH services.
2. Provide a post-award orientation to the Contractor, and provide additional technical assistance as needed or requested by the Contractor.
3. Use RESH Release of Information Form to allow information from DWS to be shared with the Contractor, *Attachment M: RESH Release of Information*.

4. OUTCOMES AND CONTRACTOR ACTIVITIES

The goal of the Supportive Housing Assistance contract is to assist refugees maintain stable housing while they acquire English and work skills in preparation for employment and, or self-sufficiency. Outcomes associated with the services provided under this contract will support the employment goals for clients participating in the FEP program.

Outcomes for this contact period will result in individuals and families that:

- Understand the principles and norms that are characteristics of a good tenant;
- Communicate relevant tenancy issues with landlords;
- Budget and plan for future housing needs and goals;
- Access resources in the community that help stabilize and support families;
- Attend training and educational opportunities that increase skills, knowledge and employability.

Contractor Activities	Targets
<ul style="list-style-type: none"> • Good tenant training is conducted in initial orientation, and at least one additional setting. • Identify client goals, track in case notes and connect to resources toward goals. Assist families create goals to engage in children’s academic outcomes. • Case Management will administer the Refugee Progress Assessment form upon initial participation and bi-annually, thereafter. • Combine housing goals obtained by the Case Manager and Employment Counselor and document in case file. Ensure that the goals are complimentary, and have steps that are assigned to appropriate individuals. Review housing goals in monthly coordination meetings. • Discuss clients’ progress toward goals in monthly inter-agency 	<ul style="list-style-type: none"> • 100% of clients attend initial orientation, 70% of clients attend additional training. • 100% of clients who complete the program have a pre and post assessment. • HACSL follows up with 100% of consultation or intervention requests. • Monthly meeting agenda holds time to discuss client understanding of good tenant principles. • 100% of clients have housing

<p>coordination meetings or phone calls.</p> <ul style="list-style-type: none"> • Provide consultation or intervention for clients and Case Managers, as requested. • Respond to client requests by coordinating with Case Manager and Employment Counselor. • Directly refer client to resources as required, in conjunction with Case Manager. • Refer clients to resources identified by observations in home visits, in conjunction with the Case Manager. • Conduct home visit at 6 months (RESH) and monthly at Bud Bailey. • Connect work ready clients to DWS's employment programs. • Conduct outreach to youth and connect to on and off site programs. 	<p>goals in their case file.</p> <ul style="list-style-type: none"> • 100% of clients are referred to resources that help them achieve their goals. • 80% of RESH clients receive a home visit at or around 6 months 80% of case management clients receive monthly home visits.
--	--