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Chapter 4

Supportive Services

IHFA will use HOME ARP funding to provide supportive services for qualifying individuals or families as a separate activity. *If there is a development for permanent supportive housing, supportive services is a separate activity and should not be included in the development budget.*

Organizations may request up to \$250,000 for direct supportive services.

Eligible Program Participants

Supportive services may be provided to individuals and families who meet definitions of a qualifying population **and** who are not already receiving these services through other programs. Qualifying populations must not be forced into receiving supportive services.

Client Selection

Supportive service non-profit providers will need to ensure qualifying populations are:

- 1) Eligible based on the initial determination of meeting the definition(s);
- 2) Not already receiving supportive services with another program (see Ineligible Costs for further explanation);
- 3) Complete a form to ensure there is no duplication of benefits; and
- 4) Ensure there are transition plans with other agencies or service providers for continuity of care when there is termination of supportive services.

Client files must contain (at a minimum):

- Application
- Determination of meeting qualifying population definition
- Income (if no income, self-certification)
- Identification of supportive service needs
 - Documentation of referrals
- Case management notes/goals

Eligible Supportive Services

IHFA's eligible supportive services are adapted from those found in Section 401 (29) of McKinney-Vento.

Child Care

The costs of establishing and operating child care, and provided child-care vouchers, for children from families experiencing homelessness with comprehensive and coordinated development activities, are eligible.

- Costs for licensed child care for children under the age of 13 (unless there is a disability)
- Staff whose salaries are covered by operating or capacity building grants are not eligible to receive direct supportive services for covering child care services

- The child care center must be licensed by the jurisdiction (which could be local or state) in which it operates in order for costs to be eligible.

Housing Search or Counseling Services

Staff costs in obtaining permanent housing or credit counseling to locate, obtain, and/or retain suitable housing: *Must demonstrate minimum certification with national housing counseling training (i.e. HUD, NeighborWorks, etc.)*

- Component services or activities are tenant counseling; assisting individuals and families to understand leases; securing utilities; and making moving arrangements;
- Mediation with property owners and landlords on behalf of eligible program participants;
- Credit counseling, accessing a free personal credit report, and resolving personal credit issues; and
- Payment of rental application fees.

Housing counseling, as defined in 24 CFR §5.100 funded with or provided in connection with grant funds must be carried out in accordance with 24 CFR §5.111.

Life Skills Training

Staff costs of teaching critical life management skills which may never have been learned or have been lost during the course of physical or mental illness, domestic violence, dating violence, sexual assault, stalking, human trafficking, substance abuse, and homelessness are eligible. These services must be necessary to assist the program participant to function independently in the community. *Must have/show certifications as required by certifying bodies.*

- Budgeting resources and money management;
- Household management;
- Conflict management;
- Nutrition (teaching about nutrition – *not the purchase of food*) including shopping for food and other needed items;
- Use of public transportation; and
- Parent training.

Mental Health Services

Eligible costs are the direct outpatient treatment of mental health conditions which are provided by licensed professionals. Mental health services are the application of therapeutic processes to personal, family, situations, or occupational problems in order to bring about positive resolution of the problem or improved individual or family functioning or circumstances. *Must have/show certifications as required by certifying bodies.*

- Crisis interventions;
- Counseling - individual, family or group therapy sessions;
- Prescription of psychotropic medications or explanations about the use and

- management of medications; and
- Combinations of therapeutic approaches to address multiple problems.

Case Management

Staff costs of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participants. The non-profit must have written standards for providing the assistance, preferable based on best practices or national standards.

Must have/show certifications as required by certifying bodies.

- Developing, securing, and coordinating services;
- Securing services;
- Obtaining Federal, State, or local benefits;
- Providing information and referrals to other providers;
- Ongoing risk assessments and safety planning with victims of domestic violence, dating violence, sexual assault, stalking, and human trafficking;
- Developing an individualized housing and service plan;
- Using the centralized or coordinated assessment system.

Ineligible Costs

Qualifying populations who are receiving the same services through other public sources are not eligible to receive HOME ARP supportive services. *Example: if a qualifying individual or family receives a project-based/Section 8 voucher and case management is provided; then the household cannot use HOME ARP funds for case management.*

Eligible Costs of Supportive Services for Qualifying Individuals and Families

HOME ARP supportive services must provide necessary assistance to qualifying populations, prevent homelessness, or enable qualifying populations to obtain and maintain housing. Only supportive services outlined in the written agreement between IHFA and the non-profit are eligible for reimbursement.

HOME ARP funds will **only** pay for the staff salaries, wages, benefits, etc. who directly administer the supportive services (this is separate from operating or capacity building grants). Direct eligible costs paid on behalf of a qualifying individual or family may be eligible costs. *Rental Housing (Permanent Supportive Housing) project cannot request Supportive Services as a part of the development. This must be a separate application.*

All supportive service costs must be necessary and reasonable, as found in 2 CFR 200, Subpart E. If a qualifying individual or household is already receiving the same eligible supportive service **or** has been approved to receive the same service through another program; then there is not a need for HOME ARP supportive services and will not be reimbursed by IHFA.

Organization Requirements

Non-profits are eligible to apply for HOME ARP funds supporting direct costs eligible for supportive services. The organization must have, but is not limited to:

- Documented non-profit status with the IRS
- Policies and procedures for the eligible supportive services
- Organizational policies and procedures conforming with 2 CFR 200, Subpart D, including but not limited to:
 - Providing annual financial audits
 - Internal controls
 - Separation of duties
 - Conflict of interest provisions
 - Procurement
 - Record retention
- An ability to be reimbursed for eligible costs
- Maintain client records

Wages and Benefits

IHFA will reimburse for the time spent working with qualifying populations who receive supportive services (as outlined in the written agreement) from the non-profit. The non-profit will need to:

- Provide detailed time records of employees working on HOME ARP supportive services for qualifying individuals or households
- Provide documentation demonstrating the paid amounts of an employee's time, taxes, benefits, etc.

Direct Expenses

IHFA will reimburse eligible expenses to assist qualifying populations in accessing supportive services not provided by the non-profit (i.e. medical care). Non-profit providers will need to demonstrate (through documentation) the individual/household served was eligible to receive the services. Services will only be reimbursed as outlined in the written agreement.

Termination of Assistance

The non-profit may terminate assistance to a qualifying participant accessing supportive services who violates program requirements or no longer needs the services as determined by the non-profit. Termination under this section does not bar the non-profit from providing further assistance at a later date to the same individual or family.

Due Process

The non-profit must establish policies and procedures for the termination of assistance to program participants. When terminating assistance to a program participant, the non-profit must provide a formal process recognizing the rights of individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

- (1) Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance;
- (2) Written notice to the program participant containing a clear statement of the reasons for

termination;

- (3) 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 person (or a subordinate of the person) who made or approved the termination decision; and
- (4) Prompt written notice of the final decision to the program participant.

During this process, effective communication and accessibility for individuals with disabilities must be provided, including a provision for reasonable accommodations. Similarly, the non-profit must provide meaningful access to persons with Limited English Proficiency.

Application Scoring

Applications will be available after the Administration Plan for HOME ARP Supportive Services is approved. Provided in this section is the scoring criteria for non-profits who *might* be applying for assistance. Each source HOME ARP Operating Assistance, Capacity Building, and Direct Supportive Services will require a separate application.

IHFA will provide grant workshops during the application period to familiarize non-profits with the process and requirements of the funding. Participation is mandatory prior to submitting an application.

IHFA reserves the right not to review incomplete applications submitted by organizations.

Minimum Threshold Requirements

1. Training Certificate of Completion/Attendance for organization staff for the previous 12 months related to the services provided by the organization
2. Resume(s)/Statement of Experience for all key development staff who will be involved with supportive service activities
3. Board resolution authorizing application for this Assistance Grant
4. Organizational Plan or agency information demonstrating the application aligns with goals and objectives relative to the development of supportive services
5. Statement from the a Certified Public Accountant indicating the organization's financial management systems conform to 2 CFR 200 Standards for Financial Management Systems
6. CPA-Reviewed Financial Statements submitted. IHFA will ensure developer has adequate financial management systems and practices in place as well as sufficient financial resources to carry out the project to completion
7. Proposed operating budget for the year in which the funding is requested. The budget must include anticipated sources of revenue, including funds provided by other intermediaries for organizational support and/or housing education.

Supportive Services Grant Scoring Criteria

	Yes	No	
Has successfully worked with HUD funds in the last 24 months. (20 Pts)			
Has worked with homeless populations in the last 24 months. (20 Pts)			
Supportive services will be provided outside the municipal boundaries of Boise, Idaho. (10 Pts)			
Will have necessary staff to provide coordinated and documented supportive services for eligible households. (30 Pts)			
If awarded funds, would have an ability to provide supportive services within six months for qualifying populations. (10 Pts)			
If you answered “No” to all the questions above, please contact the HOME Technical Assistance and Supportive Services Assistant for additional information.			
Anticipated request as a % of organization’s total operating budget: 0 – 29% (10) 30 – 49% (5) Over 50% (0)	Up to 10 points		
The organization will <u>not</u> receive supportive services assistance from any other federal source (SHOP, USDA-RD, HUD, CoC, ESG, NeighborWorks, etc.) this year.	10 Points		
Has professional staff who have successfully provided supportive services for income restricted households in the past. (15 pts)	15 Points		
Has organizational policies and procedures developed, minimally for: procurement, conflict of interest, cash handling, separation of duties, program administration, and record keeping requirements. Developed policies and procedures (15) Partially developed policies and procedures (5) No developed policies and procedures (0)	Up to 15 Points		
TOTAL MAXIMUM POINTS	140 points		

Note: The minimum point threshold is 84 points for funding consideration.