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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.

Eligible Program Participants

Supportive services may be provided to individuals and families who meet definitions of a qualifying population, who are not already receiving these services through other programs **and** who have not received assistance through the HOME ARP program in the past 24 months. Qualifying populations must not be forced into receiving supportive services.

Client Selection

Supportive service grant subrecipient 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, the following documents. However, additional documentation is required for certain services, i.e. financial assistance.

- 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 Service

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

Case Management

Staff costs of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participants. The subrecipient 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.

Financial Assistance Services

Eligible costs are the direct housing costs for eligible qualifying populations paid directly to owners and other third parties for the following costs, as applicable:

- Rental application fees
- Security deposits (limited to no more than two months' rent)
- First and last month's rent*
- Rental Arrears (limited to no more than six months)**

*First and last month's rent is separate from the security deposit. These cannot be interchanged for each other.

** Rental arrears cannot be combined with application fees, security deposits or first/last month's rent. Any fee's or interest owed on arrears are not eligible.

Ineligible Costs

Housing Search, Childcare, or Counseling Services are not eligible for reimbursement.

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 subrecipient are eligible for reimbursement. ***Reimbursements must be submitted every 30 days and eligible costs must have been incurred in the last 60 days.***

HOME ARP funds will **only** pay for the staff salaries, wages, benefits, etc. who directly administer the supportive services. Direct eligible costs paid on behalf of a qualifying individual or family may be eligible costs. Time spent working with ineligible populations **cannot** be billed to supportive services. The organization will have to have other funding sources to cover the time. Detailed tracking is required for time spent with HOME ARP eligible clients. Failure to do so may result in paying back funds to IHFA.

All supportive service costs must be necessary and reasonable, as found in 2 CFR 200, Subpart E.

Organization Requirements

Subrecipients 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 subrecipient. The subrecipient 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.

Termination of Assistance

The subrecipient 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 subrecipient from providing further assistance at a later date to the same individual or family.

Due Process

The subrecipient must establish policies and procedures for the termination of assistance to program participants. When terminating assistance to a program participant, the subrecipient 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.

Required Reimbursement Documentation

IHFA will reimburse subrecipient for the eligible supportive services agreed upon in the subrecipient grant agreement. For an expense to be eligible for reimbursement the subrecipient must include proof of payment, a completed Qualifying Population worksheet, and all documents must be signed and dated. Below is the minimum required documentation for the eligible activity.

Case Management

- Signed and approved staff timecards with time attributable to assisting qualifying populations
- Staff paystubs, payrolls summary or proof of payment

Financial Services – Lease up

- Qualifying Population Worksheet
- Limited lease (only pertinent pages)
- Proof of payment
- Tenant ledger

Financial Services – Rental Arrears

- Qualifying Population
- Worksheet Limited lease (only pertinent pages)
- Tenant ledger
- 3-day pay or vacate notice
- Proof of payment

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 subrecipients who *might* be applying for assistance. Each source HOME ARP Direct Supportive Services type will require a separate application.

IHFA will provide grant workshops before the application period to familiarize subrecipients with the process and requirements of the funding.

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
2. Resume(s)/Statement of Experience for those providing case manager and their qualifications
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. Notarized statement from 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 subrecipient 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.

Future Allocation Opportunities

The Spring 2026 application will open to the entire state of Idaho, including, Boise City, which was previously restricted as a services area for HOME ARP subrecipients. This application will strictly fund case management services for the qualifying population participants.

Supportive Services Grant Scoring Criteria

		Yes	No
Has successfully worked with HUD funds in the last 24 months. (10 Pts)			
Has worked with homeless populations in the last 24 months. (10 Pts)			
**Provides services to persons outside the city of Boise, Idaho. (10 Pts)			
Will have necessary staff to implement grant immediately. (10 Pts)			
If you answered "No" to all the questions above, please contact HOMEARP@ihfa.org for additional information.			
Anticipated request as a % of organization's total operating budget: 0 – 33% (10) 34 – 67% (5) Over 68% (0)	Up to 10 Points		
The organization has systems in place to track staff time by funding source.	10 Points		
Has detailed case management procedures for qualifying households.	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 (25) Partially developed policies and procedures (15) No developed policies and procedures (0)	Up to 25 Points		
The subrecipient's support to participants is adequate based on evidence provided in file reviews and monitoring review. (10) Each of the supportive services provided have adequate policies based on monitoring report and feedback. (10) Staff working on HOME ARP have knowledge to ensure compliance with HOME ARP requirements, including but not limited to: definition of homelessness (which is different than CoC/ESG), duplication of benefits, and internal policies and procedures. (10)	Up to 30 Points		
Submitted reimbursement requests by the 15 th of each month (10) Implemented HOME ARP requirements successfully, based on monitoring report feedback (15)	Up to 25 Points		

TOTAL MAXIMUM POINTS FOR APPLICANT	145 Points	
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**Note: The minimum point threshold is 95 points for funding consideration. Applications scoring less than threshold will be declined.*

***Note: Points for serving those outside the city of Boise, Idaho will be removed from the application cycle in the spring of 2026. This application will open to providers who serve the qualifying population in Boise Idaho, which has historically been restricted from the IHFA HOME ARP program.*