



Oregon Housing and Community Services Department

HOUSING STABILIZATION PROGRAM MANUAL

Prepared by
Oregon Housing & Community Services

In partnership with
Department of Human Services
&
Community Action Agencies
July, 2005
Working Together



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HOUSING STABILIZATION PROGRAM

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Attachment A- Allocation Plan form

Attachment B- Case Management Action Plan form

Attachment C- Income Inclusion and Exclusions

Attachment D- Quarterly Client Allocation Report Form and Instructions

A. Program Intent

The Housing Stabilization Program (HSP) is designed to promote the economic independence of families who are homeless or at-risk of homelessness by helping them access and/or maintain safe, stable, and affordable permanent housing. This is accomplished by:

- Helping eligible families assess their needs.
- Brokering for other community resources to meet the family's needs.
- Providing a one time Emergency Stabilization up to 30 days for basic living needs due to non-recurring financial crisis, or
- Providing temporary Family Stabilization up to 12 months and other supportive services to help families obtain or maintain stable housing. Family Stabilization requires developing a case management action and allocation plan in coordination with local Department of Human Services (DHS), Community Action Agency (CAA), and the client that supports the family's efforts to become economically independent and stabilize their housing.

B. Program Overview

Oregon Housing and Community Services (OHCS) administers HSP. Community Action Agencies (CAA) partnered with local Department of Human Services (DHS) implement HSP. It is funded with TANF block grant dollars carved out of money allocated to the program by DHS and local matching money provided by CAA's. Matching funds from CAA's can include any local, state, or non-TANF federal funds. Funds are allocated based on a formula.

The program manual and eligibility criteria are developed centrally by OHCS with input from the local CAA and DHS offices. The local operational guidelines and procedures are developed jointly by the local CAA and DHS offices. The following topics are addressed in the local plans:

- List of subrecipients and allocation as identified in the OHCS workplan.
- Process for how clients access services.
- Allocation spending plan, including the process for ensuring funds are drawn regularly and fully expended during the grant phase. (I.e. allocating program funds quarterly, run program until funds are exhausted, allocate by short and long term benefits, etc.)
- List of services that will be made available to families in this program.
- Procedure for assuring case plans are jointly developed and managed between DHS, CAA and the client.
- Process for determining eligibility and dollar amount to be allocated for each family, including the process for determining whether the family is suitable for emergency or longer term family stabilization.
- Identification of any special populations that will be targeted with HSP funds.

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- Local grievance policy/process.

C. Intake Process

The Intake

CAA and DHS Branch offices should ensure the intake process is not a barrier to the client accessing HSP benefits. It should be simple, efficient and responsive to the needs of clients seeking help. The information on the intake form should be completed to provide the necessary information and verified within given time frames.

1. Intake Form

The CAA may develop the required intake form. The minimum information contained on the intake form should include:

- a. Full name, birth date, sex, citizenship and race/ethnicity for all household members, and social security number of applicants only. Applicants are defined as all persons in the filing group.
- b. Relationship of each household member to the applicant
- c. Current mailing address
- d. Assets available to meet needs
- e. All sources and amounts of income for the household
- f. Verification that no household member is presently or has in the last 12 months been enrolled in the HSP program. (Cross-check with CAA past and current HSP client records).
- g. Citizenship status

Note: The Federal Privacy Act of 1974 prevents states from requiring that an individual disclose his or her Social Security Number unless there is a specific federal statute that mandates such disclosure. That is to say, if we require non-applicants living in the household or family unit to provide their SSN, we may be violating the Privacy Act.

2. Allocation Plan

All HSP (Emergency Stabilization track and Family Stabilization track) payments must be listed on the Housing Stabilization Program Allocation Plan (Attachment A) for the family receiving benefits.

3. Case Management Action Plan: For families receiving longer-term Family Stabilization.

After determining that the household meets all criteria of the HSP Program, and is determined to be best served by the Family Stabilization track, a Case Management Action

Plan (Attachment B) must be completed. The CAA and DHS branch will complete the Case Management Action Plan and Allocation Plan Form. The purpose of the case management plan is to ensure that service agreements for and between the client and the applicable agencies are coordinated and not conflicting in services, activities and scope. Usually the CAA will complete the Allocation Plan and the sections of the Case Management Action Plan pertaining to the client and CAA. This form is then sent to the DHS Branch and any other agency partners involved (when applicable) for their completion. Some CAA and DHS Branches may decide to have meetings to determine the joint case plan or perhaps make decisions over the phone. Whatever process the CAA and DHS branch use, the Case Management Action Plan must have the Client, CAA and DHS Branch sections completed and signed. This process should be timely for maximum benefit and should be completed no later than 30 days.

Items to consider when developing the case management action plan:

- Rental history.
- Work history. (Training needs? How often did they change jobs? What reasons are given for leaving job? Other barriers to employment?)
- Willingness to create and engage in a case plan.
- Substance abuse history and willingness to seek help.
- History of mental health related issues and the willingness to follow through with treatment recommendations.
- Health issues affecting family stability, employability and need for services and referrals.
- Family and community support systems.
- Other criteria as considered relevant by CAA and DHS branch.

D. Eligibility Requirements

Families that are appropriate for Emergency Stabilization track have a documented non-recurring financial crisis that jeopardizes their stability in housing and have not previously been enrolled in HSP within the past 12 months.

Families that are appropriate for the Family Stabilization track are those where there is a reasonable expectation that the family has the ability to participate in a case plan that will lead to stability within twelve months and have not previously been enrolled in HSP within the past 12 months.

1. Eligibility Group

The **household** group is the unit of people who are considered living together for the purpose of HSP eligibility determination. The **household** group consists of all the people living together regardless of their relationship, with the following exception: for families

temporarily sharing housing such as emergency shelters, medical facilities and group homes, the **household** group consists of all the people who plan to live together when they are able to move out of the current shared situation. Members of the **household** group may be excluded if they are determined to not be part of the filing group and therefore are not eligible for HSP funded services.

The people in the household group who must apply together are the filing group. The **filing** group must include **only** the following people whenever they live together, even if it is a temporary situation:

- A dependent child or unborn child.
- Parents who are living with the dependent or unborn child. This includes blood-related, adoptive, and stepparents.
- A caretaker relative when there is no parent living with the child whom has care, control or supervision of the dependent child.
- Siblings of the dependent or unborn child. This includes blood-related, adoptive and step siblings.

The income of every person in the filing group except SSI recipients is used to determine financial eligibility for HSP. The income and resources of every person in the filing group are used to determine the benefit level for HSP. For example: When determining if a household is income eligible, you would exclude the SSI recipients income (SSI or any other source), once they are determined income eligible you would include the SSI recipients income for the purpose of determining benefit levels and income available by the family to meet the need.

In order to receive HSP, at least one person from the filing group must meet all financial and non-financial eligibility factors.

2. Reason for Need

The family must be homeless or at risk of homelessness.

Homeless means: Families who lack a fixed, regular, and safe nighttime residence, or whose primary nighttime residence is a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including congregate shelters and transitional housing).

At risk of homelessness means: Families who are at risk of losing their shelter for one of the following reasons:

- Unsafe Housing
- Living in an abusive situation
- Utility shut off
- Foreclosure

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- Pending or actual eviction for reasons other than not taking adequate care of a rental unit or creating a public nuisance.
 - Behind in payment of rent, mortgage, or property tax (at risk of tax foreclosure)
 - Doubled up (more than one family living in a single family unit)
 - Other factors that are likely to put housing at risk

3. Non-Financial Eligibility Requirements

To be eligible for HSP, there must be an eligible dependent child **in the filing group**. The dependent child must be living with either their parent(s) or a caretaker relative for the household to qualify. An eligible child that does not live with a parent or caretaker/relative may apply on his or her own behalf or may have an unrelated adult apply for them. An 18 year-old may apply on his or her own if enrolled in school.

The dependent child must:

- Be a U.S. citizen or a qualified non-citizen. (See OAR 461-120-0125, Family Services Manual or TANF Section D.3. for citizen/alien requirements.)
- If the only eligible child is an unborn, the effective date for issuing benefits cannot be earlier than the first day of the calendar month 30 days prior to the due date as verified by doctor or nurse practitioner. In this situation, the mother must be a U.S. citizen or a qualified non-citizen.
- If the qualifying dependent child is in foster care, the family is eligible when the Child Welfare caseworker provides written documentation of an expected return date of less than 30 days.
- Be under age 18 OR age 18 and in school full-time. School may include:
 - ✓ Grade 12 or below **Or** GED classes; **Or**
 - ✓ Vocational or technical training, in lieu of high school; **Or**
 - ✓ School for the blind/deaf.

The caretaker relative must be related to the child within the degree of relationship as follows:

- Grandfather/grandmother (including great, great-great and great-great-great)
- Sibling (including stepbrothers and stepsisters)
- Aunt/uncle (including great and great-great)
- First cousin
- First cousin once removed (they are children of a person's first cousins or the children of one's great uncle or great aunt)
- Nephew or niece
- The spouse of any person listed above. (If the relationship of the child's parents or caretaker relatives is established through marriage, the relationship remains the same even if death or divorce terminates the marriage.)
- Biological parent
- Adoptive parent

The parent, caretaker relative, or independent child must:

- Apply for or provide an SSN.
- Cooperate with the case plan developed by the CAA and DHS case managers.

4. Financial Eligibility Requirements

All filing group members' income must be counted. The countable income must be equal to or below the HSP income limit in the month of application. Please see Attachment C on income inclusions and exclusions.

- For the purpose of determining income eligibility for Emergency Stabilization, use the 30 days income for the month they are applying for benefits.
- For the purpose of determining income eligibility for Family Stabilization, you may use the 30 days income in the month of application, or an average of the past 90 days (3 months).

The income limit for HSP is at or below 150% of the Federal Poverty Guidelines.

Based on the Federal Poverty Guidelines issued on February 2005 (the guidelines must be updated every February of each year), the gross monthly income standards at or below 150 % are as follows:

No. in Household	Gross Monthly Income
1	\$1,196
2	\$1,604
3	\$2,011
4	\$2,419
5	\$2,826
6	\$3,234
7	\$3,641
8	\$4,049
For each additional person add	\$408

SSI Benefits

SSI monthly income is excluded when calculating the income for the month of application. However, if the household income is within the HSP income guidelines, any available income or resources, regardless of their source, will be used to meet the need.

5. Eligibility for Households with Ineligible Non-citizens

To qualify for HSP, there must be at least one dependent child who meets citizenship/qualified non-citizenship status and other non-financial eligibility requirements. If the eligible child is an unborn and the mother is ineligible due to citizenship, the family is not eligible for HSP until the child is born. For further information on citizenship status information see the TANF manual at: http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm Section 9.

However, to receive benefits, the entire eligibility group must meet the financial eligibility requirements. To determine the financial eligibility for the eligibility group, do the following:

- Treat the entire **filing** group as if all members meet citizen/alien status when calculating the income eligibility.
- For HSP, income must be at or below 150% Federal Poverty Level for the number of people in the **filing** group.
- Use any available income or resources of the filing group to meet the need.

6. Eligibility for Households with Domestic Violence

A client does not have to meet the requirements of the HSP program contained in these rules if the client's compliance would make it more difficult for the client to escape domestic violence or would place the client at risk of further or future domestic violence with the following exceptions:

- The household must still include an eligible dependent child.
- The household must still be income eligible. If attempting to use the resources would subject the client to risk of domestic violence or if the client is using the resource to avoid the abusive situation income eligibility may be waived.

For eligibility groups with a victim of domestic violence (including groups with ineligible non-citizens) include only the members who are fleeing from the domestic violence situation. Their income standard is the same as any other eligibility group applying for HSP. However, the income of the eligibility group includes only the income that is immediately available for the group to meet the need. Any immediately available income is considered countable income for the eligibility group and is used to compare to the income limit for HSP.

Example: Mom and two children. Mom worked part-time. Her gross income in the month of application was \$1,850. Dad worked full-time making \$1,500 a month before his arrest for domestic violence. Mom took the children and moved from Portland to Roseburg. She is

looking for a job and a place to live. The apartment she planned to move into cost \$450 a month plus \$100 non-refundable deposit. Mom had \$150 left from her earnings but had planned to spend the money on used furniture.

Mom's income is over the Federal Poverty level. Is she eligible for HSP based on domestic violence? If yes, how much should the Case Manager issue for her?

Explanation: Yes, Mom is eligible for HSP. Although her income for the qualifying month exceeds the income limit, the resources were used to flee the domestic violence situation. Mom's immediately available income of \$150 will be spent on items necessary for maintenance. Therefore, mom is considered to have no countable income available to meet the emergent need. The Case Manager may issue an amount up to \$7,200 if necessary to stabilize her situation. In the above example, the immediate need is \$550, so the Case Manager should issue at least that much.

E. Verification

The intent of verification is to ensure that information is accurate. Clients must provide verification to CAA when it is requested. Information can be verified in multiple ways: documentation, collateral contact information, client statement, home visit, etc. **Always accept a client's claim of domestic violence without further verification.**

The following information should be verified by documentation placed in the file at intake (Verification can be delayed if it is not available in time to meet an emergent need. Once the emergent need is met, verify the information.)

- SSN or application for an SSN *(Applicants' only)
- Income
- Child living with a caretaker/relative
- Relationship of caretaker/relative to child
- Birth date for children
- Pregnancy (due date).
- Homeless or at-risk status (client statement or referral is adequate documentation).

The client must provide the following information when requested by the CAA:

- Non- citizen status of the applicants- if client self discloses non-citizen status on intake form. http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm
- Full-time school attendance for 18 year olds when the 18 year old is the only qualifying minor child
- Written verification of the reasonable return of less than 30 days of the minor child from foster care, when applicable.

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- If relocating eligibility group to another city or state (other than for domestic violence reasons), you must verify promised housing and employment

Verification of the emergent need might include the following:

- If the emergent need is a result of an eviction or utility shut-off, verify the need through the client's landlord's eviction notice or shut-off notice from the utility company.
- Verification non-recurring financial crisis when applicable.
- If the need is based on a domestic violence situation, accept the client's statement and document the need. Accept a referral from a shelter that provides assistance to survivors of domestic violence as proof of client's emergent need.

** The Federal Privacy Act of 1974 prevents states from requiring that an individual disclose his or her Social Security Number unless there is a specific federal statute that mandates such disclosure. That is to say, if we require non-applicants living in the household or family unit to provide their SSN, we may be violating the Privacy Act.*

F. Effective Dates Emergency and Family Stabilization

The effective date for opening the case is the date of enrollment (emergency or family stabilization). Families may receive both emergency and family stabilization. The date for determining the 12-month benefit period is based on whichever service type is accessed first.

For benefit groups where the only eligible child is an unborn, the effective date cannot be earlier than the first day of the calendar month 30 days prior to the due date.

The expenditure period for Emergency Stabilization is 30 days, from the date of application. The CAA may expend up to \$500 in the 30 day period to provide for basic living needs such as rent and/or utilities, etc. For Family Stabilization the expenditure period is 12 months from the date of service and can not exceed \$7,200.

The maximum that any one family can receive in a 12 month period is \$7,200 including any emergency payments.

For example:

1. *The Smith Family received Emergency Stabilization payments for rent and utilities in March 2005 due to an unexpected car repair. In July 2005, Mr. Smith was laid off from his job. The family could enroll in the Family Stabilization track and receive longer-term assistance. The Smith's will be considered "enrolled" for 12 months in March 2006. Unless the family is granted an extension or re-enrollment they are not eligible again for HSP until March 2007.*

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2. *The Jones family was enrolled in Family Stabilization in January 2006 for 6 months. The family successfully completed the HSP program in July 2006. In November 2006, Mrs. Jones gets sick and misses a week of work. As long as the family had not exceeded \$7,200 worth of HSP assistance, they can receive an Emergency Stabilization payment(s) for up to 30 days for basic living needs (not to exceed \$500 emergency limit and \$7,200 stabilization limit). Without extension or re-enrollment, they are eligible again in November 2007.*

G. Program Benefits

HSP payments can be issued to meet the family's needs for shelter, food, medical, transportation, child care, case management and other miscellaneous items determined by the joint case plan that impact housing stability and that cannot be met through other programs or other resources (such as other income or money in a bank account) that are immediately available. Program benefits should allow for an array of services designed to meet the individual family's needs and stabilize the housing situation.

1. Shelter Needs

- Rent, mortgage and utility costs (water, phone, electric, gas, oil, propane, etc) including basic payments, connection charges and deposits.
- Property tax up to one year, if necessary to avoid foreclosure.
- Domestic violence shelter or "safe home" costs for room and board.
- Emergency shelter including homeless shelters, hotel/motels, and transitional housing.
- Moving costs, including storage unit fees.
- Transportation to another area of residence. Households may choose to return to their state of former residence. Households with needs that arise as a result of an abusive situation may choose to move to another area or state.
- Repairs to provide safe housing. One-time house, electrical and plumbing repairs if essential to the health and safety of the occupants, if less costly than moving to other quarters. Repairs are provided for homeowners, buyers and holders of a life estate.

2. Food Needs

Issue payments for food needs only when the needs cannot be met by the DHS Food Stamp program or other community resources.

Note: *Once the client begins to receive HSP assistance, they are categorically eligible for food stamps for the 12-month period.*

3. Medical Needs

Issue payments for medical benefits only when the client is not eligible for medical benefits offered by other programs such as any DHS funded medical program. Payments issued under the HSP program might include:

- Medical care for situations that appear to be life-threatening at the time of occurrence.
- Medical care necessary to prevent a medical problem from becoming life threatening.
- Medical care determined necessary by the joint case plan.
- Prescriptions.

4. Transportation

- Gas vouchers
- Bus tickets
- Auto repairs and maintenance
- Auto insurance

5. Child Care

- Childcare needed to support the joint case plan, when not available through other resources such as the DHS Employee Related Day Care Program (ERDC).

6. Job Related Supplies and Equipment

- Job related supplies and equipment when not available or all JOBS Service payments have been exhausted.

7. Case Management

- Joint assessment/staffing that uses HSP as a step in a long-range plan for obtaining and maintaining stable housing.
- People skills, i.e.; budgeting, education, parenting skills, life skills, job training, job search, transportation, etc.
- Brokering for other services and supports that will help stabilize the family's situation.
- Services to targeted populations such as teen parents, survivors of domestic violence or mentally disabled.
- Education around landlord tenant laws and expectations. This could include help for clients who continually get evicted because of poor tenant practices.

H. Payment Limits and Time Limits

HSP benefits are limited to the minimum amount necessary to meet the need and stabilize housing.

Households receiving Emergency Stabilization may receive a one-time payment of up to \$500 to prevent homelessness or utility shut-off.

Households may receive **no more** than \$7,200 during a 12-month period as long as they cooperate with their case plan. The 12-month period starts when the first HSP payment is issued (either emergency or family stabilization payment). Local DHS and the CAA will decide on the process for determining how much is needed to help a family become stabilized. The CAA may request additional payments as needed, up to \$7,200, during the 12-month period, as long as the household continues to cooperate with their case plan. The process to request additional payments up to \$7,200 will be determined by the CAA and their respective DHS office.

If any member in the eligibility group received HSP benefits in the past 12 months in Oregon, the entire eligibility group is considered to have received benefits. There are several ways to verify receipt of HSP benefits within the previous 12 months. You might check with Oregon Housing and Community Services, the DHS case files, or CAA case records.

In order to receive an HSP Extension or Re-enrollment, at least one person from the filing group must continue to meet all financial and non-financial eligibility factors.

Extensions:

If an eligible household completes their case plan and leaves the HSP, but returns for additional assistance **before** their 12 month limit is up, the CAA and the DHS Branch will determine what further assistance, if any, will be given. If further assistance is approved, complete the right side of Allocation Plan pertaining to Extensions. The CAA, client, and DHS must sign the extended plan. **The CAA and DHS may extend a returning household for additional HSP assistance beyond 12 months only with written approval from OHCS Homeless Program Coordinator.**

Re-enrollments:

If an eligible household completes their case plan and leaves HSP, and returns for additional assistance **after** their 12 month limit is up, the CAA and the DHS branch must determine how further assistance will achieve stability in a reasonable time. **The CAA and DHS may re-enroll a returning household for additional HSP after 12 months with written approval from the OHCS Homeless Program Coordinator.**

I. Issuing Payments and Notification

Once DHS and CAA have determined the family is eligible for HSP and a plan has been developed, the CAA will notify the family of the approval and issue payment(s) according to the plan. CAA will send a cash request for HSP funds to Housing and Community Services (OHCS) to be reimbursed for actual expenditures. On a quarterly basis, CAA will submit a HSP Quarterly Client Allocation Report (Attachment D) to OHCS listing the clients who entered the program, social security numbers of head of household, total HSP amount allocated, and the amount and source of matching supplemental funds. OHCS, in turn, will submit a summary report to DHS detailing the CAA quarterly activity. **The CAA must match all HSP TANF funds dollar for dollar on a quarterly basis.**

Note: For the Food Stamp program, HSP payments made directly to the client are counted as unearned income. Payments made directly to a provider (landlord, electric company, etc.) or dual-payee payments are excluded.

In addition, the Food Stamp program allows a deduction for the shelter costs that the client expects to have during the FS re-determination period. The following are examples of how the Food Stamp program would treat Housing Stabilization Program Benefits:

Example 1: A household is certified for FS for three months. Their rent is \$400 a month. They receive \$200 of HSP assistance each month to assist with the rent. The HSP is paid directly to the landlord. The HSP assistance is established for three months. Allow \$200 a month as a shelter deduction because the household has a cost during the certification period of \$200 a month. If the HSP payment was paid to the client, allow the full \$400 rent in the deduction and count the \$200 as income.

Example 2: A household is certified for FS for six months. Their rent is \$400 a month. They receive \$200 of HSP assistance each month to assist with the rent. The HSP assistance is established for three months. If the HSP is paid directly to the landlord, allow \$200 a month for the first three months and change the amount to \$400 for the months that will not be covered by HSP. If the HSP payment was paid to the client, allow the full \$400 rent in the deduction and count the \$200 as income.

Example 3: A household is certified for FS for three months. They have gas-heating costs. They receive \$50 of HSP assistance a month for three months to assist with the heating bill. The HSP assistance covers the entire cost of heat for the three months. If the HSP is paid directly to the utility company, do not allow the Standard Utility Allowance (SUA) because the household does not have out of pocket heating costs during the certification. Allow actual utility costs for the deduction. If the HSP payment was paid to the client, allow the SUA and count the \$50 as income.

Example 4: A household is certified for FS for six months. They have gas-heating costs. They receive \$50 of HSP assistance a month for three months to assist with the heating bill. The HSP assistance covers the entire cost of heat for three months only. If the HSP is paid directly to the utility company, allow the SUA because the household will have out of pocket heating costs during the certification. If the HSP payment was paid to the client, allow the SUA and count the \$50 as income.

Example 5: A household is receiving FS when they apply for HSP. The client is not required to report changes in shelter costs unless they move. However, either the local community action agency or the client may report the receipt of HSP. If the receipt of HSP is reported, the case manager should determine if the change would last more than one month. If it is a change that will impact benefits, send a Timely Continuing Benefit Decision Notice.

J. Appeal and Hearing Procedures

a. The Hearing Process:

1. During the intake interview, all applicants must be informed of their right to an appeal hearing because of denial or delay of processing their payments.
2. If a claim is denied, a written notice must tell the applicants:
 - a. The reason for denial of assistance.
 - b. That they may provide additional information for re-evaluating their claim.
 - c. That they have 30 days from the date of the Notice to ask for a hearing and;
 - d. Their rights.
3. A hearing is scheduled and held by a hearing panel at the local agency. The staff person who took the application must not be a member of the panel.
4. After the hearing, a written notice of decision is sent to the applicant within (30) days by certified mail. In case of denial, the applicant must be informed of right to appeal to OHCS within 30 days of receiving the notice of denial. If the applicant does not request a hearing at OHCS within 30 days, hearing rights are forfeited.

b. Applicant Rights

All applicants requesting a hearing have the right to:

1. A representative at the hearing
2. Present written and oral statements, and other evidence
3. Subpoena witnesses and cross examine, and
4. To bring an interpreter to the hearing.

c. Hearing Conditions:

All Hearings must:

1. Be held in a place convenient for the applicant;
2. Allow the applicant to review the case file;
3. Have a hearing panel whose members were not involved in the initial decision process of the local agency.
4. Allow testimony given under oath;
5. May be recorded and any decision determined on that basis, and;

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6. May be conducted via telephone conference call.

d. Hearing Decorum

The hearing should be held in a manner that emphasizes fairness and impartiality. It is essential that the applicant leave the hearing with the feeling that everything possible was done to provide a dignified, meaningful, and absolutely fair hearing. Therefore, the following must be observed:

1. A Hearing Panel will be established with no less than 3 members.
2. The Hearing Panel will appoint a presiding officer that would control all aspects of the hearing.
3. The Hearing Panel would occupy a central location within the hearing room.
4. Agency staff will not enter the hearing room prior to the appearance of the applicant.
5. Agency staff and the applicant will leave the hearing room at the same time; at the close of the hearing.
6. There will be no discussion of the hearing issue or evidence, between either the agency staff or the applicant and the Hearing Panel, prior to, or after, the hearing.
7. The presiding officer will maintain strict order at all times in the hearing room.

e. Withdrawal of Request for a Hearing

Applicant may withdraw the request for a hearing either orally or in writing to the local agency or to OHCS. Acknowledgement of all withdrawals shall be made in writing to the applicant, original to be sent by certified mail, and one copy placed in the applicant's file and one copy sent to OHCS.

f. Dismissal for Failure to Appear

A hearing request is dismissed by order when neither the applicant nor the applicant's representative appears at the time and place specified for the hearing. The order is effective on the date scheduled for the hearing. The agency will cancel the dismissal order on request of the applicant on a showing that the applicant and/or applicant's representative were/was unable to attend the hearing and unable to request a postponement for reasons beyond his or her control.

g. The Hearing Order

The presiding officer of the Hearing Panel will write a summary within thirty (30) days following the hearing and make a recommendation. The Hearing Panel will submit the recommendation to the agency Director to render a decision.

The hearing summary must contain:

1. Finding of facts
2. Conclusions of law and policy material applicable to the facts
3. Rulings on objections, if any objections were made

h. The Final Order

The agency Director shall have had no part in the action forming the basis for the protest. The final order shall be based solely upon the testimony and evidence presented during the hearing. The order will consider whether the agency office acted correctly in applying OHCS rules and regulations, policy material, and state and federal statutes. The final order shall contain the hearing panel's recommendations. The agency Director shall state the determination based on the hearing summary and give the applicant information on how to appeal to OHCS, if denied.

i. Appeals of Final Orders to OHCS

The applicant may appeal the final order to OHCS within thirty (30) days of the date of the mailing of the final order. OHCS will make a determination on the basis of the testimony and evidence offered at the time of the hearing and entered into the record. A copy of the OHCS's determination & hearing rights before the Oregon Hearing Officer Panel will be mailed to both the applicant and the agency within ten (10) working days of the ruling.

According to the Oregon Attorney General's Administrative Law Manual and Uniform and Model Rules of Procedure under the Administrative Procedures Act the applicant may request a hearing before the Oregon Hearing Officer Panel within thirty (30) days of the date of mailing OHCS's determination.

j. Policy Statement on Hearing Orders

The hearing results are not to be construed as policy statements that can be applied to other cases.

K. Confidentiality Policy

Oregon Revised Statutes govern disclosure of confidential information by employees of OHCS, its sub-grantees and their service providers. In addition, Public Law and Federal Regulations set restrictions on the release of confidential information and set guidelines for the disclosure of non-confidential materials.

Confidential records are all applications, records, files, and communications of OHCS, its sub-grantees and their service providers, relating to specific applicants for, and recipients of, services offered by this office.

Note: The sub-grantees must advise all their employees (FTE, PTE and volunteers) and their service providers that all applications, records, files, and communications relating to specific applicants for, and recipients of, services offered by the agency and their service providers are fully confidential.

All information about the applicant or recipient is confidential and may be disclosed only for purposes of determining program eligibility, providing benefits, or to investigate possible violation of federal, state and local regulation. Verification of eligibility may be established

through appropriate channels. Information regarding eligibility will not be released to anyone other than the aforementioned parties without the applicant's written approval.

Appropriate information to be disclosed includes only information that is considered pertinent to the eligibility of the applicant, and excludes those items considered not pertinent to eligibility.

Client information may be exchanged with other governmental or private, non-profit agencies but only with a written consent from the client to assist public assistance clients to access and receive other governmental or private, non-profit agencies that will benefit them. Every reasonable effort must be made to obtain the client's authorization in advance by having the client sign a release form during the intake process.

General information, policy statements, or statistical material which cannot be identified with any individual or family is not classified and may be given to, or provided by, agencies, helping organizations, or contracted parties, unless restricted by Oregon Statutes, Federal Regulations, or court orders.

Access to information by inappropriate or unauthorized individuals or parties shall be considered a violation of the individuals' right to confidentiality. Inappropriate disclosure of information can result in severe disciplinary action. Care should be taken to secure all files in the office so that unauthorized personnel do not have access to them.

For sub-grantees and their service providers that have been granted access to client information in DHS computerized TRAC system for the purpose of administering the program; they must adhere to the following:

1. The computer terminal utilized to access the TRACS must be located in secure location limiting access to only those persons who are responsible in viewing client records.
2. The computer monitor must be cleared immediately after accessing a client record.
3. The computer terminal must be on a "locked" mode or turned off if the terminal is unattended.
4. Access to TRACS shall be given to only authorized staff persons.

The confidential policy standards maintained by the sub-grantees and their service providers shall comply with all applicable local, state and federal requirements.

All records shall be open to any and all federal, state, and sub-grantee auditors and/or examiners in the course of their regular audits and monitoring functions.

HSP ATTACHMENT C

INCOME INCLUSIONS AND EXCLUSIONS


Note: Legislative changes in the definition of Annual Income are published periodically in the Federal Register. Agencies are given 60 days from the date of publication to implement changes.

Income Inclusions

1. All wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services (before any payroll deductions);
2. Net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness cannot be used as deductions in determining net income; however, an allowance for depreciation, based on straight line depreciation, as provided in Internal Revenue Services regulations. Any withdrawal of cash or assets from the operation of a business or profession is included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the Family;
3. Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness cannot be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the Family. Where the Family has net Family Assets in excess of \$5,000, Annual Income includes the greater of the actual income derived from Net Family Assets or a percentage of the value of such Assets based on the current passbook savings rate, as determined by HUD;
4. All gross periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (except Social Security);
5. Payments in lieu of earnings, such as unemployment, worker's compensation and severance pay (but see paragraph (3) under Income Exclusions);
6. Welfare Assistance. If the Welfare Assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustment by the Welfare Assistance agency in accordance with the actual cost of shelter and utilities, the amount of Welfare Assistance income to be included as income consists of:
 - The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus
 - The maximum amount that the Welfare Assistance agency could in fact allow the Family for shelter or utilities. If the Family's Welfare Assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under this paragraph is the amount resulting from one application of the percentage;
7. Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling. Alimony and child support amounts awarded as part of a divorce or separation agreement are included as income unless the applicant (1) certifies that the income is not being provided, and (2) takes all reasonable legal actions to collect amounts due; and
8. All regular pay, special pay, and allowances of a member of the Armed Forces (whether or not living in the dwelling) who is head of the Family, spouse, or other person whose dependents are residing in the unit (but see Paragraph 7 under Income Exclusions)

Income Exclusions

Annual Income does not include the following:

1. Income from employment of children (including foster children) under the age of 18 years;
2. Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone);
3. Lump-sum additions to Family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (but see paragraph 5 of income Inclusion):
4. Amounts received by the Family that is specifically for or in reimbursement of, the cost of Medical Expenses for any Family member;
5. Income of a live-in aide;
6. The full amount of student financial assistance paid directly to the student or to the educational institution;
7. The special pay to a Family member serving in the Armed Forces who is exposed to hostile fire;
8.  Amounts received under training programs funded by HUD;
 - Amounts received by a Disabled person that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS); or
 - Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and which are made solely to allow participation in a specific program;
- A resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received for performing a service on a part time basis such as fire patrol, hall monitoring, lawn maintenance, and resident initiatives coordination. No resident may receive more than one such stipend during the same period of time; or
- Compensation from State or local employment training programs and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for a limited period as determined in advance.
9. Temporary, nonrecurring, or sporadic income (including gifts);
10. Reparation payments from foreign governments in connection with the Holocaust;
11. Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse);
12. Adoption assistance payments in excess of \$480 per adopted child;
13. Deferred periodic payment of supplemental security income and social security benefits that are received in a lump sum payment;
14. Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;
15. Amounts paid by a State agency to a family with a developmentally disabled family member living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or

16. Amounts specifically excluded by any other Federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under the 1937 Act, including:

- The value of the allotment provided to an eligible household under the Food Stamp Act of 1977;
- Payments to volunteers under the Domestic Volunteer Service Act of 1973 (employment through VISTA; Retired Senior Volunteer Program, Foster Grandparents Program, youthful offenders incarceration alternatives, and senior companions);
- Payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626(a));
- Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes (25 U.S.C. 259e);
- Payments or allowances made under the Department of Health and Human Services Low-Income Home Energy Assistance program (42 U.S.C. 8624(f));
- Payments received under programs funded in whole or in part under the Job Training Partnership Act;
- Income derived from the disposition of funds of the Grand River Band of Ottawa Indians;
- The first \$2,000 of per capita shares received from judgement funds awarded by the Indian Claims Commission, or the Court of Claims (25 U.S.C. 1407-1408), or from funds held in trust for an Indian tribe by the Secretary of Interior (25 U.S.C. 117);
- Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under the federal work-study program or under the Bureau of Indian Affairs student-assistance programs (20 U.S.C. 1087 uu);
- Payments received from programs funded

under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056(f));

- Any earned income tax credit;
- The value of any child care provided or arranged (or any amount received as payment for such care) under the Child care and Development Block Grant Act of 1990 (42 USC 9858q); and
- Payments received under the Maine Indian Claims Settlement Act of 1980.
- Payments received after January 1, 1989, from the Agent Orange Settlement Fund or any other funds established pursuant to the settlement in the In Re Agent Orange product liability litigation, MDL No. 381 (E.D.N.Y.);

**ATTACHMENT B-
STATE OF OREGON
HOUSING STABILIZATION PROGRAM (HSP)
CASE MANAGEMENT ACTION PLAN**

CLIENT NAME _____
CLIENT AGREES TO:

CAA AGENCY _____
CAA AGENCY AGREES TO:

DHS BRANCH _____
DHS BRANCH AGREES TO: (MAY ATTACH CASE PLAN)

OTHER AGENCY(S) _____
OTHER AGENCY(S) AGREE TO:

CAA Agency Signature **Date**

DHS Signature **Date**

Other Agency Signature **Date**

Client Signature **Date**

**ATTACHMENT A
HOUSING STABILIZATION PROGRAM (HSP)
ALLOCATION PLAN**

Client Name _____ Agency _____ DHS Branch _____

HSP Entry Date _____ Extension Entry Date _____

Projected Exit Date _____ Extension Exit Date _____

Total \$ Amount Requested _____ Additional \$ Amount Requested _____

PROJECTED EXPENDITURE OF HSP FUNDS:

	<u>INITIAL \$ AMOUNT</u>	<u>INITIAL TIME PERIOD</u>	<u>EXTENSION \$ AMOUNT</u>	<u>EXTENSION TIME PERIOD</u>
RENTAL ASSISTANCE	_____	_____	_____	_____
MORTGAGE ASSISTANCE	_____	_____	_____	_____
DEPOSITS	_____	_____	_____	_____
UTILITIES	_____	_____	_____	_____
FOOD	_____	_____	_____	_____
TRANSPORTATION	_____	_____	_____	_____
CHILD CARE	_____	_____	_____	_____
CASE MANAGEMENT	_____	_____	_____	_____
OTHER	_____	_____	_____	_____
OTHER	_____	_____	_____	_____
TOTAL	_____		_____	

BRIEF SUMMARY OF SITUATION:

ATTACHMENT D
INSTRUCTIONS TO THE HOUSING STABILIZATION PROGRAM
QUARTERLY CLIENT ALLOCATION REPORT
BIENNIUM YEAR 2005 – 2007

Purpose: To keep track of HSP allocation for each client assisted and the amount and source of supplemental funding on a quarterly basis.

Note: Please open the file in EXCEL. After completing the form, please email the form back to rainy.gauvain@hcs.state.or.us

AGENCY NAME	Left click on the drop down arrow and scroll to your agency name and left click to select (agency names are listed alphabetically and abbreviated)
REPORTING PERIOD	Left click on the drop down arrow and scroll to the last month of the quarter the report is made and left click to select (Quarter 1=7/01-9/30, Quarter 2=10/01-12/31, Quarter 3=1/01-3/31, Quarter 4=4/01-6/30). The report is due to OHCS electronically 30 days after the end of each quarter.
YEAR	Left click on the drop down arrow and scroll to the appropriate reporting year and left click to select.
AGENCY CONTACT PERSON & PHONE NUMBER	Type the name and telephone of the lead agency's person who completed the report. OHCS may call to verify the information.
DATE REPORT PREPARED	Type the date when the report was completed
(1) CLIENT NAME	Type the name of the client as it appears on the case management plan
(2) SOCIAL SECURITY NUMBER	Type the Social Security Number of the client who applied for assistance listed as the Head of Household (HOH). If the HOH applicant does not have a SSN or is applying for one, then leave the SSN Column blank. Do not use the child's name and SSN in the report.
(3) ALLOCATION	Enter the initial amount of HSP dollars allocated to each client for the entire time they are in the program in the first column and the amount of supplemental funds allocated from other sources in the second column. The 1st quarter should report all the clients who received initial allocations. The subsequent reports, 2nd, 3rd, 4th, etc. would only report new clients that were not reported on the previous report or clients reported on the previous report but have had a change in their initial allocation (increased or decreased amount).
(4) CHANGE IN ALLOCATION	Enter the change in the (increased or decreased) amount of HSP allocation in the first column and the adjusted supplemental funding amount in the second. Make sure you use the () open and close parentheses or – minus sign for subtraction.
(5) CORRECTED ALLOCATION	This column will automatically calculate the sum total of column (3) and (4)
(6) SUPPLEMENTAL FUNDING	Enter the total dollar amount of Supplemental Funding by funding source allocated for the entire quarter (not by client) (i.e.CSBG, ESGP, EHA, SHAP, HTBA, LIRHF, LIEAP, OEA, REACH, United Way). List other funding source and the amount allocated under OTHER for other Supplemental Funding. Column 6 bottom total <u>must</u> equal the second column bottom total of Column 5, S.F.

Rev. 7/29/05

CSBG= Community Services Block Grant	HSP = Housing Stabilization Program	OEA= Oregon Energy Assistance
EHA= Emergency Housing Account	HTBA=HOME Tenant-Based Rental Assistance	REACH= Residential Energy Assistance Challenge
ESGP= Emergency Shelter Grant Program	LIRHF=Low-Income Rental Housing Funds	SF = Supplemental Funding
	LIEAP=Low-Income Energy Assistance Program	SHAP= State Homeless Assistance Program

HOUSING STABILIZATION PROGRAM (HSP)

QUARTERLY CLIENT ALLOCATION REPORT

(Round to Nearest Dollar)

The report is due to OHCS electronically every 30 days after the end of each quarter.

Agency Name:

Reporting Period:

Year:

AGENCY CONTACT PERSON: _____

PHONE: _____

Date Report Prepared: _____

(1) CLIENT NAME	(2) SOCIAL SECURITY NUMBER	(3) ALLOCATION		(4) CHANGE IN ALLOCATION + OR (-)		(5) CORRECTED ALLOCATION (3) + (4)		(6) SUPPLEMENTAL FUNDING	
		HSP	S.F.	HSP	S.F.	HSP	S.F.	SOURCE	AMOUNT
						\$0	\$0	CSBG	
						\$0	\$0	EHA	
						\$0	\$0	ESG	
						\$0	\$0	HTBA	
						\$0	\$0	LIEAP	
						\$0	\$0	LIRHF	
						\$0	\$0	OEA	
						\$0	\$0	REACH	
						\$0	\$0	SHAP	
						\$0	\$0	United Way	
						\$0	\$0	Others:	
						\$0	\$0		
						\$0	\$0		
						\$0	\$0		
						\$0	\$0		
						\$0	\$0		
						\$0	\$0		
TOTALS		\$0	\$0	\$0	\$0	\$0	\$0	\$0	