

# Action for Prosperity Toolkit



### **How this toolkit was designed**

This toolkit was designed with the intention of providing staff with a centralized, electronic, and interactive resource that houses materials and forms related to the Action for Prosperity (AFP) program. AFP is delivered through a partnership between the Schools Uniting Neighborhoods Service System's (SUN) Anti-Poverty System (AP), Worksystems Inc., Home Forward, and Oregon Department of Human Services.

Please note that the toolkit is a work in progress and will evolve to reflect the practical needs of staff as well as agency updates to forms and documentation. Future versions of the toolkit will be disseminated to the field accordingly.

### **How to use the toolkit**

In order to take full advantage of the toolkit features, you must download the pdf and save it to your computer. Once the latter is complete, you will be able to open up the pdf and the toolkit's bookmarks will be visible.

This toolkit provides downloadable materials that are marked with an \* in the bookmarks on the left hand side of the pdf. Below are instructions for downloading original files. Please note that all pages of the toolkit are printable regardless of if there is a downloadable, original file available.

#### **DOWNLOADING ORIGINAL FILES AS TEMPLATES**

Most of the files in this toolkit are available to download (bookmarked with an asterisk \*) in their original format to be used as templates.

If a document is available to download, you will see one of these icons. Click on it, and it will take you online to download the file.



**Program overview**

Action for Prosperity (AFP) is a proven program delivered through a partnership between the Schools Uniting Neighborhoods Service System's (SUN) Anti-Poverty System (AP), Worksystems Inc., Home Forward, and Oregon Department of Human Services. AFP is focused on households living on a low-income who can be motivated to take action to increase their self-sufficiency and create future prosperity.

**Partners and Roles**

- **Multnomah County** – assertive engagement, flexible funds assistance, support for employment liaison, case coordination (delivered through the SUN Service System Anti-Poverty agencies)
- **Work Systems, Inc.** – dedicated workforce development products, support for employment liaison, training Anti-Poverty system agencies in employment skills development
- **Home Forward** – dedicated rent assistance
- **Department of Human Services** – flexible participant assistance, case coordination

**Action for Prosperity Provides**

- Targeted assistance for households living on a low-income that places them on the path towards self-sufficiency and future prosperity;
- Alignment of existing service systems to build a comprehensive system of care for households living on a low-income that maximizes resources and ensures success; and,
- Households obtain the necessary skills and experience to become, employed and move successfully towards prosperity.

Approximately 150 households in Multnomah County, who are at or below 125% of Federal poverty level, have household members enrolled in AFP annually. The households are identified for participation from those currently accessing AP services and those referred from the local Oregon Department of Human Services Self Sufficiency office. Participants may be enrolled for up to 24 to 36 months.

The relationships between the participants and Assertive Engagement Staff, in a ratio of 1:20, are a core component of AFP. These relationships form the basis from which participants engage in services and access all program services including flexible funds assistance, rent assistance, workforce training, and employment placement. Through the development of an individual action plan in the following areas: Employment, Income, Financial Management, Training and Education, Housing, and Life Skills participants and Assertive Engagement Staff track participant progress and success at entry through 12 months after exiting service.

**Goal**

At least 60% of participants who successfully complete services will increase income, stabilize housing, increase life skills, and become employed or improve their employment status.

## **Action for Prosperity**

### **SUN Service System Overview**

Action for Prosperity Assertive Engagement Services are delivered by agencies of the SUN Service System's Anti Poverty component. This document gives a brief overview of the Schools Uniting Neighborhoods (SUN) Service System.

SUN is Multnomah County's premiere poverty elimination effort. SUN is an integrated system of care, providing the social and support services to youth, families and community members that lead to educational success and self-sufficiency.

SUN brings a renewed focus in Multnomah County on school-age children and on providing the supports that allow all children the opportunity to succeed. Educational success and attainment are viewed as the key route for our citizens, young and old, out of poverty. It also represents a new level of commitment on the part of the County to provide culturally-specific services to best meet the needs of our diverse community.

SUN improves vital services by aligning city, county, state and federal resources and programs through a single service delivery system.

Services are delivered through school-linked and school-based strategies with targeted outreach and service delivery to specific cultural communities. The full-service package of services made accessible includes:

- Academic Support and Skill Development for Youth
- Early Childhood Programs
- Parent/Family Involvement and Education
- Anti-Poverty
- Case Management
- Assertive Engagement
- Anti-Poverty Education and Support
- Housing Stability
- Economic Self-Sufficiency – Action for Prosperity
- Basic Needs
- Service Access and Linkage to Mainstream and other Service Agencies

Resources delivered by the SUN Service System meet youth and families where they reside: their schools, their cultural communities and their neighborhoods. To accomplish this, the system currently includes:

- 6 Regional Centers
- 6 Targeted Outreach Population Agencies (Countywide Community Sites)
- 70 SUN Community Schools

Delivery of services is accomplished through an aligned system of agencies, both non-profit and governmental. Target Outreach Agencies play an expanded role in this system.

The SUN Service System Coordinating Council provides governance, guidance and support to the System. The council is comprised of representatives of the SUN sponsors, non-profit agencies and community.



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## **Assertive Engagement**

Action for Prosperity services delivered by the SUN Service System Anti Poverty System of Care Agencies utilize an Assertive Engagement (AE) model.

Assertive Engagement is an approach to the delivery of social services that is effective even for the hardest to reach participants and families, obtains and maintains strong engagement with them and moves them toward behavior change that is self-directed and lasting.

Assertive Engagement combines several evidence based practices into a cohesive approach to services that can be used in any setting with any participant population. Assertive Engagement includes:

- A Heart set on Assertive Community Treatment
- A Mind Set based on Strengths Based Practice, an approach to services that recognizes the inherent capability of people to figure out and solve their own problems. The job of the program is to help them prioritize and solve their own problems, not to solve the problems for them.
- A Skill Set based on Motivational Interviewing (MI), a detailed skill based approach to talking with participants about change. MI was developed to allow two very important processes occur at the same time. These processes are:
  - Participant-centered engagement
  - Increasing motivation for changing negative behaviors

## **Components of Assertive Engagement**

- Community based outreach – meeting participants where they are
- Active listening as the most powerful tool for promoting engagement, motivation, and creativity
- A “don’t take no for an answer” approach designed to engage participants
- A high degree of persistence and creativity by staff discovering what it is that participants most want and need and what it takes to connect with and motivate them

## **Why Assertive Engagement?**

- It works...it builds on the best of several evidence based practices and doesn’t require us to reinvent.
- We are responsible for all individuals & families in our program area so we need to have programs that are successful with the hardest to serve
- Our participants should receive a consistent approach to services regardless of what system or agency they encounter
- AE provides a common language that allows for a community of practice across systems & agencies and facilitates staff development & cross training in the future
- Cultural Competency: The principles and approaches of AE, when done correctly, will enhance the cultural competency of any program; none are incompatible with culturally specific programs



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## Role of Assertive Engagement Staff

Assertive Engagement (AE) is steeped in the belief in the participants' inherent capability to figure out and solve their own problems. The work of the service agencies is to help participants prioritize and solve their own problems, not to solve the problems for them. Trust is a central ingredient to the relationship between participant and staff.

Assertive Engagement Staff work closely with participants to help them increase motivation for change. They are the participants' primary contact for engagement in Action for Prosperity (AFP) services. They are charged with addressing the participants' basic needs, providing linkages to mainstream services and other needed supports, ensuring the participants have the soft employment skills necessary for their success in employment and training programs, and preparing participants for WorkSource participation and ultimately employment.

To accomplish these responsibilities, the AE staff draws on their skills acquired through training and practice. The participants are met where they are at and together with the AE staff an action plan is developed. Weekly contact with the participant is made and at least one of the contacts per month is face to face. The action plan addresses the participant's basic needs, soft employment skills development and family needs with the ultimate goal focused on employment at the end of services. As appropriate, AE Staff engage participants in the WorkSource Career Mapping workshop, Career Planning sessions, and Prosperity Planner. Participants have access to dedicated WorkSource training slots including basic skills development, 1:1 activities and on-the-job and internship experiences. Action plans are reassessed and updated by the AE Staff and participant on a regular basis. After successfully exiting services, participants may access supports to assist them with retention and career advancement for up to six months.

The AFP Matrix is used by AE Staff to measure participants' progress. Participant progress is measured across six domains: household income, financial management, housing, employment life skills, training and employment. Scoring ranges from: in crisis, vulnerable, stable, safe and thriving. The Matrix is completed at the time of the participant enrolls in AFP, at three month intervals during enrollment, at exit and at three month intervals after exit for 12 months.

AE Staff also play a significant role in obtaining participant exit and follow up data. Drawing on the relationship they have developed with the participant while providing services, staffs gather housing, income and employment data from exited participants at exit and at three month intervals for 12 months after exit.

Supports are in place to assist AE Staff accomplish their responsibilities. Bi-weekly meetings with the WorkSource Liaisons are held to review participant Career Plans and troubleshoot problems. Bi-monthly WorkSource trainings are provided and Assertive Engagement training and refresher courses are held on a regular basis. AE Staff receive program updates and peer support at monthly meetings.

## ServicePoint Overview

ServicePoint is the online data collection system used by Multnomah County to gather client demographic and service data. Assertive Engagement Staff are required to enter client data into the system twice monthly by the 15th and the last working day of the month. The data entered on the 15th of the month is for services provided between the 16th and the last day of the previous month. The data entered on the last working day of the month is for services provided between the 1st and the 15th of that month.

Accuracy in the data entry is essential for reporting on program outcomes and evaluation. Agencies are encouraged to contact the Multnomah County Data Help Line when there are questions on how data should be recorded. The Help Line may be accessed at [servicepoint@multco.us](mailto:servicepoint@multco.us) or at 503-970-4408.

See **AFP Forms and Procedures** for a comprehensive list of ServicePoint Data Elements

## SUN Service System Anti-Poverty Agency List July 1, 2013

Anti-poverty (AP) services in the SUN Service System represent a continuum of housing and support services that assist households living on low incomes gain stability and self-sufficiency. AP services are delivered throughout Multnomah County through a network of Regional Service Center agencies and Target Outreach agencies. AP services', including Action for Prosperity assertive engagement, are packaged into a comprehensive set of services and supports that strive to increase households' outcomes creating more lasting impact.

<b>Regional Center Agencies</b>	<b>Target Outreach Agencies Countywide</b>
<b>Region 1 (West &amp; North Portland)</b> Neighborhood House (503) 246-1663	<b>African-American</b> Self Enhancement, Inc. (503) 285-0493
<b>Region 2 (North &amp; Northeast Portland)</b> Self Enhancement, Inc. (503) 285-0493	<b>African Immigrant</b> IRCO (503) 235-9396
<b>Region 3 (Northeast Portland)</b> Native American Youth & Family Center (NAYA) (503) 288-8177	<b>Asian/Pacific Islander</b> IRCO (503) 235-9396
<b>Region 4 (Outer Northeast &amp; Inner Southeast Portland)</b> Portland Impact (503) 988-6000	<b>Latino</b> Catholic Charities El Programa Hispano (503) 669-8350
<b>Region 5 (Mid-county)</b> Human Solutions Inc. (503) 548-0200	<b>Native American</b> Native American Rehabilitation Association (503) 224-1044
<b>Region 6 (East-county – Gresham)</b> Human Solutions, Inc. (503) 405-7875	<b>Slavic</b> Impact NW (503) 988-6000
	For further information please contact: Patty Doyle, Multnomah County (503) 988-7446 <a href="mailto:patty.m.doyle@multco.us">patty.m.doyle@multco.us</a>





**Action for Prosperity**

# Outcome Reports



**Multnomah County  
Department of County Human Services  
Community Services Division**

**Action for Prosperity  
Final Report on Program Outcomes July 2009 – October 2010**  
April 2011

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In July 2009, Multnomah County's Community Action Agency, the Community Services Division of the Department of County Human Services, received \$1 million of Community Services Block Grant (CSBG) funding from the American Recovery and Reinvestment Act (ARRA). At the same time, WorkSystems Inc. (WSI) received ARRA Workforce Investment Act funds and the City of Portland received approximately \$4 million in ARRA Homeless Prevention and Re-Housing Program (HPRP) funds – a portion of which was allocated to rent assistance and delivered through the Housing Authority of Portland (HAP). All funding was required to be used to assist those hardest hit by the recession, with the greatest potential to be self-sufficient within 12-18 months.

A community input session was convened to identify potential strategies for most effectively serving recession impacted households in this short timeframe. It was attended by community members, Oregon Housing and Community Services (OHCS), the county's Anti-Poverty System of Care providers (AP), the City of Portland, the Housing Authority of Portland (HAP), and the Commission on Children, Families & Community (CCFC). The group recommended implementation of a new model of integrated services and supports based on existing cross-jurisdictional and discipline planning discussions about how to improve outcomes for local households living on low-income.

**Key Assumptions Made**

1. There were households recently impacted by economic conditions who would be able to return to a level of self-sufficient employment with strategic and targeted assistance.
2. The combination of housing stabilization, workforce training and employment, and assertive engagement, in addition to systems alignment and service and benefit layering would be effective for these households.
3. Despite the economic environment, when presented with trained and skilled applicants businesses and employers would hire them.

The model, Action for Prosperity (AFP), called for the alignment and layering of housing, workforce, and life skills building and flexible financial assistance delivered by and through a variety of systems to provide households with the services and supports needed to truly increase self-sufficiency. The goals of AFP were to:

- Stabilize housing;
- Increase life skills necessary to remove barriers to meaningful employment;
- Provide comprehensive workforce development services; and,
- Test system and jurisdictional ability to align services and collaborate under mutually agreed upon goals with shared outcomes, resources and risk.

The components implemented by AFP included:

**Program Model** - development of program services, logic model and desired outcomes shared by all partners

**Data and Evaluation** - implementation of protocol for shared data collection and evaluation among all partners

**Funding** - leveraged funding allocation to providers aligned across jurisdictions and systems

**WorkSource Liaisons** - joint funding for 2 FTE to bridge and translate between the AP providers and WSI's workforce system and providers

**Rent Assistance** - provided directly by AP providers and through leverage of short-term rent assistance from HAP to stabilize household living situations so that focus would be placed on life skill building and workforce development activities

**Employment Training** - provided by WSI to deliver an array of employment products including job training, internships, short-term skills training, occupational skills training, on-the-job training, and employer wage supplements.

**Assertive Engagement and Flexible Cash Assistance** - provided by AP providers to work with households in identifying their skill level in six life domains (utilizing a newly developed matrix based on best practice) and creating a plan of action to increase skill levels in each area.

**The Matrix** - a tool for assessing participants in six life domains that correlate with self-sufficiency, was developed. The six life domains measured by the Matrix included Housing, Employment, Income, Financial Management Skills, Training, and Employment Life Skills. Participants were given scores on the Matrix in each life domain including, in ascending order, In Crisis, Vulnerable, Stable, Safe, and Thriving. (Appendix A)

Based upon funding and other considerations such as system and provider capacity, it was determined that 286 households with income at or below 200% of federal poverty guidelines, recently unemployed or underemployed would be served through September 30, 2010, the end of ARRA funding.

What follows is detailed information about participant demographics, service delivery, outcome achievement and recommendations for next steps for Action for Prosperity.

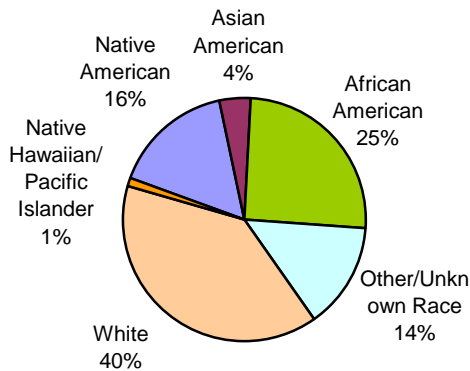
## PARTICIPANT DESCRIPTIVE INFORMATION

This report summarizes demographics, services provided and outcome data from the 287 participants who engaged in services and received a minimum of 11 hours of assertive engagement<sup>1</sup>. The average length of stay in the program was 300 days, ranging from 74 to 436 days<sup>2</sup>.

About two-thirds of the participants were female (63% female, 37% male). Participants ranged in age from 18 to 62, with the average age being 37 years. Female participants were generally younger than male participants, with 54% of women under age 34 compared to 37% of men under age 34.

Most of the participants identified themselves as being from a culturally-specific group and/or spoke a language other than English in their home. In addition to the race categories represented in Figure 1, 23% identified their ethnicity as being Hispanic.

**Figure 1: Race**



The primary language for most participants was English (63%), with 15% Russian speakers, 14% Spanish and 9% speaking other non-English languages.

<sup>1</sup> Total number of participants served was 359. Participants not included in this report were those enrolled during the first few months of implementation who did not actively engage with their case manager.

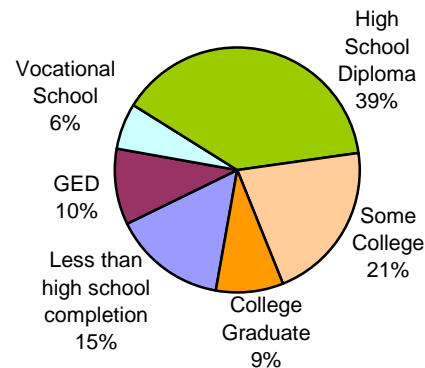
<sup>2</sup> There was one participant enrolled in the last three weeks of the program who received intensive Assertive Engagement for 22 days.

The majority of participants were living in poverty and not working at the time of enrollment.

Eighty-seven percent were unemployed and 87% had an income at or below 125% of the Federal Poverty Level<sup>3</sup>. Half of the participants had no health insurance.

Although participants were in crisis at the time of enrollment, two-thirds (69%) had at least a high school diploma, an important foundation upon which to build employment training.

**Figure 2: Education Level**



A significant number of households were also dealing with other challenges. Just over a quarter of the female participants served were survivors of domestic violence, and 12% of all participants were living with a disabling condition.

Most households were families with children, but single individuals were also served. Household types included single parent families (40%) and two-parent households (30%). Single individuals represented 25% of those served and the remaining 5% were couples with no children and other family units.

<sup>3</sup> Federal Poverty Guidelines were updated in 2009 by the U.S. Department of Health and Human Services. In 2009, the threshold for a family of four was an annual income of less than \$22,050.

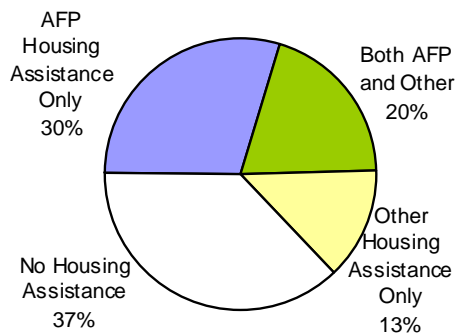
## SERVICES

Action for Prosperity households received three types of services: rent assistance, employment training products, and assertive engagement which included flexible funds for housing or other basic needs. All households received assertive engagement, but not every household needed or received rent assistance, job training or flexible funds.

Assertive engagement received by households during their enrollment averaged 50 minutes a week for a total average of 35 hours per household.

Households received flexible funds from AFP as well as from other county and city programs. Half of the participants received housing assistance from Action for Prosperity funds and 33% received housing assistance from programs such as HPRP, STRA and transitional housing programs. The average amount of housing assistance was \$2580. Figure 3 shows the breakdown of housing assistance by funding source.

**Figure 3: Housing Assistance**



Most households (88%) received non-housing related flexible funds to pay for transportation, child care and other basic needs, averaging \$1114.

A key component of Action for Prosperity was the ability to access the WorkSystems, Inc. employment and training products that were set aside specifically for AFP participants, and most

(88%) did engage with WSI. One of the first steps for participants was to be assessed by AP agency staff to determine what skills they may need to be successful accessing certain training products or in specific jobs. The WorkSource Liaisons then assisted the case managers in referring participants to Worksource sites and connecting with Worksource staff to implement the plans generated through Career Mapping. A continuum of workforce training products was available for AFP participants. Participants were able to utilize one or more products as identified in their plans of action. Figure 4 shows the percentage of participants accessing each type of WSI product.

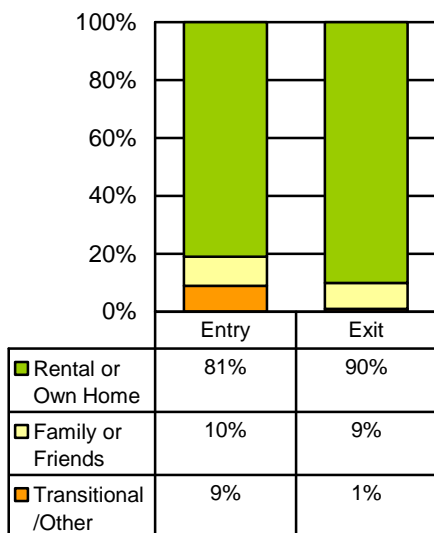
**Figure 4: Engagement with WSI**

WSI Product	Percent accessing
<b>Assessment</b> An evaluation of a participant's interests, aptitudes, abilities, educational and vocational history, and existing skills	88%
<b>Workshops</b> Examples include Career Exploration, Resume Workshop, and Job Club	76%
<b>1 on 1 Services</b> Examples include Interview Coaching, Job Search Assistance, and Prosperity Planning	76%
<b>Advising</b> A broad category including helping participants develop career plans and coaching them about which WSI products to access	69%
<b>Training</b> Occupational Skills, Short-Term Vocational, and On the Job training	45%
<b>Math or Computer classes</b> Basic math, workplace math and/or computer literacy	29%
<b>Internships</b> Short-term learning and training experience in the workplace	19%
<b>ESL classes</b> Includes English language instruction using job search and workplace topics	15%
<b>General Education</b> Formal written curriculum designed to address individualized basic skill deficiencies	8%

## HOUSING

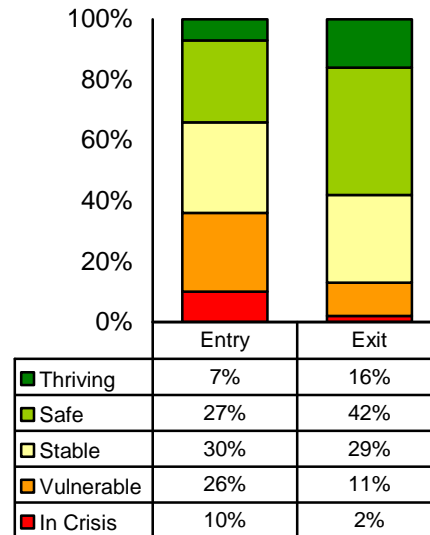
The families served by AFP entered the program in relatively stable living situations compared to other anti-poverty or homeless family programs. Most (81%) were either renting or owned their homes at entry. The remaining 19% were either living with friends or family or in transitional housing or motels, and 41% of all participants had been in their current residence for less than a year. However, most of these families were unemployed or underemployed, which would put them at risk for losing their housing. At exit the percentage of families residing in rental or owned housing increased to 90%. Figure 5 shows the change in housing situation from entry to exit.

**Figure 5: Housing Situation**



Not only was there an increase in the number of families living in their own homes, there was also significant improvement in the stability of that housing. At entry into the program, 37% of families described their housing as In Crisis or Vulnerable, generally meaning it was unaffordable and/or they were at risk of losing their housing. The percentage of families in this group dropped to 13% by program exit. Figure 6 shows the change in Housing Stability at entry and exit, as measured by the Matrix.

**Figure 6: Housing Stability**



The housing stability success of AFP was in large part due to the rent assistance component of the program. Sixty-three percent of families received rent assistance during their time served by AFP. The average amount of assistance received was \$2580 per family for the ten months of tenure in AFP. The relatively small investment of \$258 per family per month for the families that used rent assistance was able to produce a stably housed population at the end of the program. It was anticipated that the income gains produced by the workforce component of AFP would allow families to pay their own housing costs after leaving AFP.

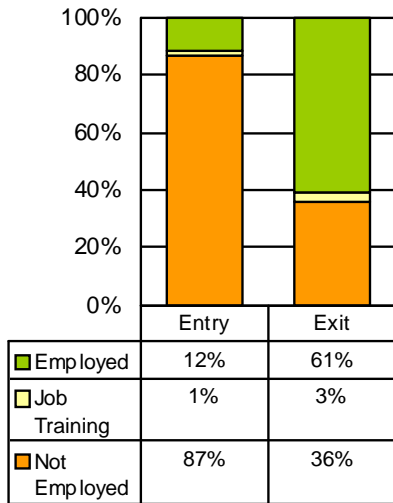
Three months after leaving AFP, 100% of families contacted remained in stable housing without ongoing rent assistance from the program.

## EMPLOYMENT

A total of 175 (61%) participants gained employment during their enrollment or shortly after their exit from AFP. This result, from an average of ten months of service, in dire economic times, clearly demonstrates effectiveness of the AFP model.

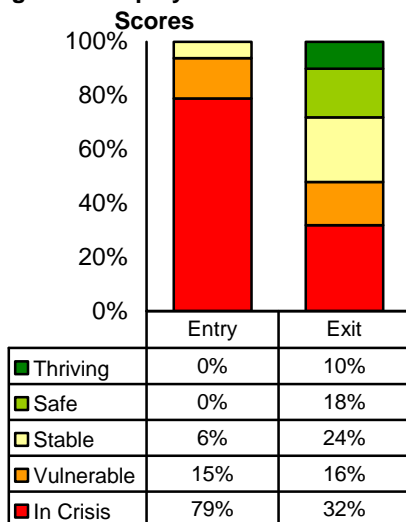
Figure 7 shows the change in employment status from program entry to exit.

**Figure 7: Employment Status**



AFP Matrix scores in the Employment domain support the progress made by families during their program tenure. The percentage of participants with In Crisis or Vulnerable scores moved from 94% at entry to 48% at exit. Also, while there were no participants with employment matrix scores of Safe or Thriving at entry, at exit 28% scored in this range. Figure 8 shows the change in the Employment Matrix Scores from entry to exit.

**Figure 8: Employment Matrix Scores**



Data about employers and job categories are known for 117 of those who became employed and wage data is known for over half of those participants. There were 97 unique employers who hired AFP participants, with an average wage of \$11.72 for all job categories. Figure 9 shows the number of participants employed by job category and the average wage.

**Figure 9: Job Categories**

Job Category	Total	Average Wage
Office Admin Support	43	\$11.50
Healthcare Support	12	\$10.85
Production	11	\$11.88
Building Grounds Maintenance	6	\$10.30
Food Preparation	6	\$9.95
Sales	6	\$13.71
Education/Training/Library	5	\$14.00
Installation, Repair	5	\$13.25
Personal Care	5	\$9.90
Construction	3	\$12.48
Transportation	3	\$14.00
Arts, Sports, Entertainment	2	\$15.00
Business/Finance	2	\$9.00
Community/Social Service	2	\$10.43
Healthcare	2	\$12.75
Life, Phys, Social Science	2	\$14.63
Farming, Fishing, Forestry	1	Unknown
Protective Service	1	Unknown

Three months after the conclusion of the program, 90% of the contacted participants who obtained employment during their enrollment in AFP remained employed. An additional fourteen participants who were not employed at program exit had obtained jobs within those first three months after program conclusion.

## INCOME

The Income level for AFP families was measured by the Matrix, which assigned a score based on the household's gross income as it relates to the Federal Poverty Level. As an example, Figure 10 below shows the Federal Poverty Level related to each Matrix score and the actual income amount for a three person family.

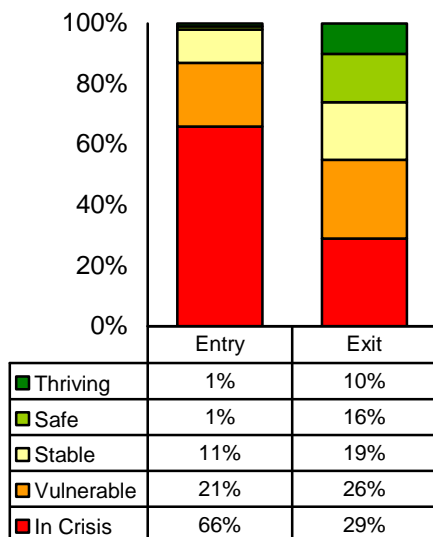


**Figure 10: Federal Poverty Level Example**

Score	Percentage of Federal Poverty Level	Annual Income for Three Person Family
Thriving	More than 200%	More than \$36,620
Safe	Between 176%-200%	\$32,043-\$36,619
Stable	Between 126%-175%	\$22,888-\$32,042
Vulnerable	Between 101%-125%	\$18,310-\$22,887
In Crisis	Less than 100%	0-\$18,309

AFP households increased their income during their tenure in the program. At program entry, 87% of households were scored as In Crisis or Vulnerable, which decreased to 45% at exit. The number of households with Safe or Thriving income increased from 2% to 26%. Figure 11 shows the change in scores from entry to exit.

**Figure 11: Income Level**

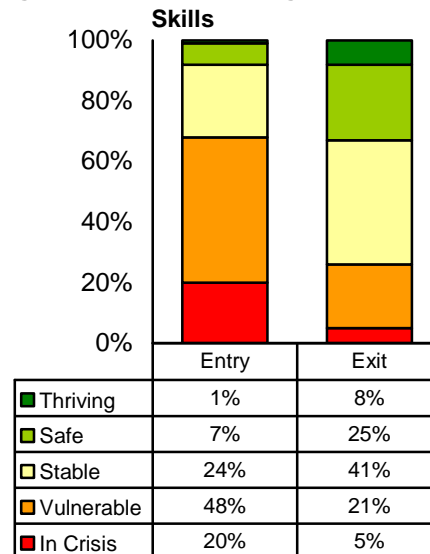


In addition to helping households stabilize their housing, improve their employability and increase their income, AFP was also intended to address three other domains that correlate with long term self-sufficiency, Financial Management Skills, Training, and Employment Life Skills.

## FINANCIAL MANAGEMENT SKILLS

Financial Management Skills include establishing and maintaining a budget, managing debt, and ensuring household spending is consistent with household goals. At program entry, two-thirds (68%) of participants had Matrix scores indicating their Financial Management Skills were In Crisis or Vulnerable, meaning they were generally unable to meet their basic living expenses. At program exit, this number dropped to 26%. Figure 12 shows the change in scores from entry to exit.

**Figure12: Financial Management Skills**

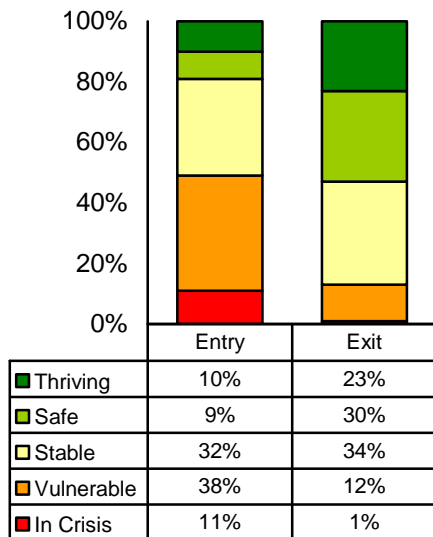


## TRAINING

Training is defined as having marketable skills that can lead to employment. The scores on the Matrix can range from In Crisis, meaning a person has no training or marketable skills, to Thriving, which indicates certification or a license from a training program that lasted at least a year. At program entry, 39% of participants were In Crisis or Vulnerable in this domain, and at exit there were only 13% with those scores. Figure 13 shows the change in Training scores from program entry to program exit.



**Figure 13: Training**

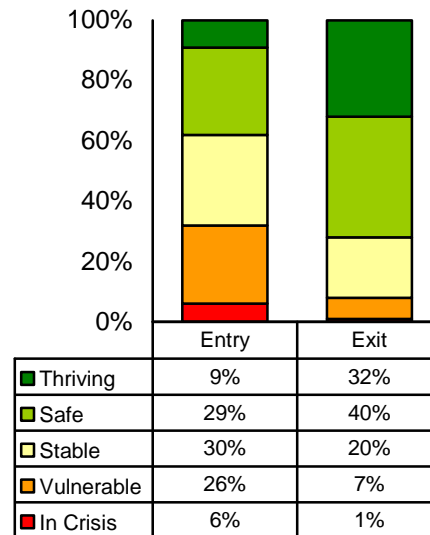


### EMPLOYMENT LIFE SKILLS

Employment Life Skills are broadly defined as appropriate conduct in the workplace, including timeliness, interpersonal communication, dressing appropriately, and

following workplace rules. At entry, about a third (32%) of clients were In Crisis or Vulnerable in this domain, which dropped to 8% at exit. Figure 14 show the change in scores from entry to exit.

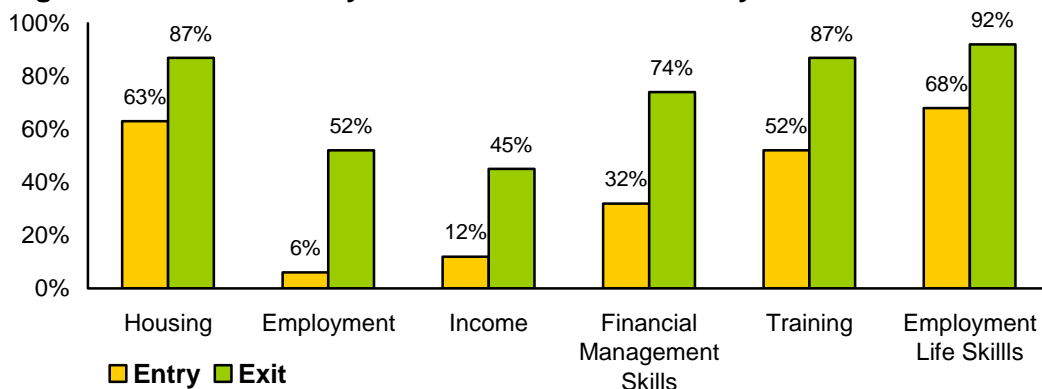
**Figure 14: Employment Life Skills**



### OVERALL MATRIX SCORES

One final way to demonstrate the success of Action for Prosperity in moving participants toward self-sufficiency is by focusing on overall participant stability for each domain, at entry and at exit. Scores of Stable, Safe and Thriving were combined into one group called "Stable". Participants made statistically significant improvement on each of the life domains during enrollment in AFP, moving from the Crisis group at entry to the Stable group at exit. Figure 15 shows the. percentage of participants in the Stable group at entry and exit for each domain.

**Figure 12: Client Stability across Domains from Entry to Exit**



## **SUMMARY AND CONCLUSIONS**

1. **Action for Prosperity served its target population effectively. The families served by AFP tended to be housed but with little or no income to support their housing and almost entirely unemployed. At exit, most were still housed and almost two-thirds gained employment.** The large increase in the percentage of participants employed is especially remarkable in light of the current economic climate.
2. **Participating in Action for Prosperity helped stabilize families and move them toward self-sufficiency.** The assumption that stabilizing housing, removing barriers to employment and increasing life skills would make households good customers of workforce training services appears to have been solid. Worksource products were used by AFP participants and those products helped most of them get jobs.
3. **Flexible funds for barrier removal and meeting basic needs was valuable in stabilizing families and readying them for training and employment.** Case managers reported that having access to flexible funds was crucial in removing the barriers to employment and employment training that many of these households faced.
4. **Measuring participant functioning using the Matrix was beneficial to participants and case managers.** Most case managers reported that assessing participants on the six life domains at regular intervals helped them understand their participants' specific needs and to develop a realistic action plan. The Matrix was also a sensitive measurement of participant change during the program.
5. **Follow-up data currently being collected will help determine if participants are able to maintain the positive changes made during the program.** Follow up phone calls are being made at 3, 6, 9, and 12 months after exit from the program and tracks income, housing and employment data.
6. **The collaboration between Multnomah County and WorkSystems Inc. was beneficial and has strong positive implications for ongoing system alignment.** By utilizing the specialized skills from each system, the collaboration made the employment training products offered by WSI much more accessible for low-income families. At the end of the program, WSI staff reported that over the course of the year AFP participants became some of their most prepared and motivated customers. Case managers reported that learning how to access the WSI system and having employment-related products reserved for their participants empowered them to more effectively motivate participants to do the necessary employment readiness work. The WorkSource Liaisons functioned as a critical link between the two systems, by providing ongoing support and technical assistance to case managers.

The development of Action for Prosperity has benefitted not only the households being served but has also had a positive impact on the community, both economically and systemically. Through the partnership with WSI, the capacity of our community's trained work force has increased. Aligning and layering services has leveraged benefit beyond that of an individual household by initiating a system of care cultivating provider relationships that will be sustainable over time.
7. **The success of the Action for Prosperity has generated interest from other partners.** Work has begun to continue AFP using existing resources and expand the partnership to directly

include HAP and the Oregon Department of Human Services Self-Sufficiency Program (DHS). The expanded model will seek to replicate the success of AFP with households challenged with more significant barriers to self-sufficiency.

## **Next Steps**

1. Work with DHS and HAP to expand the program to include shared current households served by those systems and expand the services offered to include benefits coordination and longer term housing subsidies.
2. Expand the program to include formerly homeless families served in supportive and transitional housing programs as well as a greater proportion of those served by the Anti-Poverty System of Care.
3. Consider the AFP model as a standard best practice for helping families living in poverty retain their housing and achieve long term self-sufficiency.
4. Seek additional funds to support expansion and addition capacity.

# Action for Prosperity Matrix

Client Name \_\_\_\_\_

ServicePoint ID \_\_\_\_\_

Program Entry Date \_\_\_\_\_ 3M Check In Date \_\_\_\_\_ 6M Check In Date \_\_\_\_\_ 9M Check In Date \_\_\_\_\_ Program Exit Date \_\_\_\_\_

*Instructions: Please record each client's score (from 0-10) for each of the Domains below. Clients are to be assessed at Program Entry, at 3 months following entry (3M), at 6 months (6M), at 9 months (9M) and at Program Exit. Determine the score that most closely fits with the client's situation at each assessment point and enter the number in the appropriate Score Box. The Benchmarks for each Domain are intended to be examples and case managers can determine the most appropriate numeric score. Be sure to enter the date of each assessment in the appropriate space above.*

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DOMAINS																														
Score Boxes →	INCOME (see other side for reference tables)					FINANCIAL MANAGEMENT					HOUSING					EMPLOYMENT LIFE SKILLS (please see other side for examples)					TRAINING					EMPLOYMENT				
	Entry	3M	6M	9M	Exit	Entry	3M	6M	9M	Exit	Entry	3M	6M	9M	Exit	Entry	3M	6M	9M	Exit	Entry	3M	6M	9M	Exit	Entry	3M	6M	9M	Exit
Thriving (9-10)	>200% of poverty adjusted for family size					Can meet needs and maintain a savings account; no subsidized benefits; spending is consistent with goals					Housing of choice such as home ownership or non-subsidized rental housing					Knows and understands employment life skills and is always able to use them effectively					Certification or license from a one-year or longer training program					Maintains permanent full-time employment with adequate income and benefits				
Safe (7-8)	Between 176-200% of poverty adjusted for family size					Can meet basic needs and manage debt without assistance; spending is consistent with goals					Safe and secure non-subsidized, affordable choices limited due to moderate income					Generally understands employment life skills and is frequently able to use them effectively					Certification or license from a training program less than one year long					Full-time employment, adequate pay and/or benefits				
Stable (5-6)	Between 126-175% of poverty adjusted for family size					Can meet basic living expenses and manage debt; little or no assistance; spending is mostly consistent with goals					Safe and secure subsidized rental, Section 8, or public housing  Marginally adequate housing					Some knowledge and understanding of employment life skills and is sometimes able to use them effectively					Attends training program leading to certification or diploma  Has some marketable skills					Full time employment, inadequate pay and no benefits  Part time employment, few benefits				
Vulnerable (3-4)	Between 100-125% of poverty adjusted for family size					Unable to meet basic living expenses and/or manage debt; receiving assistance; some spontaneous or inappropriate spending					Temporary/Transitional housing  Unaffordable housing  Eviction notice/Imminent risk of losing housing					Limited knowledge of employment life skills and is able to use them or is willing to try					Has limited training or marketable skills					Part-time employment, no benefits  Temporary or seasonal employment, no benefits				
In Crisis (0-2)	Between 51-100% of poverty adjusted for family size  Between 0-50% of poverty adjusted for family size					Unable to meet basic living expenses and/or manage debt; frequent spontaneous or inappropriate spending					Temporary shelter  Doubled Up/Couch surfing  Homeless					Limited or no knowledge of employment life skills and is unable or unwilling to use them					Has no training or marketable skills					Unemployed with work history or skills  Unemployed without work history or skills				

Table 1a. Determining Income level based on Gross Annual Income (2009 HHS guidelines)

Persons in household or family	50%	100%	125%	175%	200%
1	\$5,415	\$10,830	\$13,538	\$18,953	\$21,660
2	\$7,285	\$14,570	\$18,213	\$25,498	\$29,140
3	\$9,155	\$18,310	\$22,888	\$32,043	\$36,620
4	\$11,025	\$22,050	\$27,563	\$38,588	\$44,100
5	\$12,895	\$25,790	\$32,238	\$45,133	\$51,580
6	\$14,765	\$29,530	\$36,913	\$51,678	\$59,060
7	\$16,635	\$33,270	\$41,588	\$58,223	\$66,540
8	\$18,505	\$37,010	\$46,263	\$64,768	\$74,020

*For each additional person, add \$7480*

Table 1b. Determining Income level based on Gross Monthly Income (2009 HHS guidelines)

Persons in household or family	50%	100%	125%	175%	200%
1	\$451	\$903	\$1,128	\$1,579	\$1,805
2	\$607	\$1,214	\$1,518	\$2,125	\$2,428
3	\$763	\$1,526	\$1,907	\$2,670	\$3,052
4	\$919	\$1,838	\$2,297	\$3,216	\$3,675
5	\$1,075	\$2,149	\$2,686	\$3,761	\$4,298
6	\$1,230	\$2,461	\$3,076	\$4,306	\$4,922
7	\$1,386	\$2,773	\$3,466	\$4,852	\$5,545
8	\$1,542	\$3,084	\$3,855	\$5,397	\$6,168

*For each additional person, add \$623*

### Examples of Employment Life Skills

- Timeliness
  - coming to work on time
  - taking appropriate breaks
- Crisis management
  - not letting family difficulties or crises at home regularly interfere with work
  - having a backup plan for childcare
- Personal hygiene
- Dressing appropriately
- Interpersonal Communication
  - with co-workers
  - with employers
- Conflict resolution
- Following workplace rules
- Working to the best of one's ability



## Action for Prosperity 12-Month Follow-up Clients Participating in Services between July 2009 and October 2010

Action for Prosperity (AFP) combines housing, workforce training, life skills building and flexible financial assistance to provide families hit hard by the recession with the services and supports needed to increase self-sufficiency and avoid homelessness.

In late 2009 and 2010 287<sup>1</sup> families participated in the AFP pilot program.

The Key Assumptions of AFP are:

1. There were households recently impacted by economic conditions who would be able to return to a level of self-sufficient employment with strategic and targeted assistance.
2. The combination of housing stabilization, workforce training and employment, and assertive engagement, in addition to systems alignment and service and benefit layering would be effective for these households.
3. Despite the economic environment, when presented with trained and skilled applicants businesses and employers would hire them.

The goals of AFP are to:

- Stabilize housing;
- Increase life skills necessary to remove barriers to meaningful employment.
- Provide comprehensive workforce development services; and,
- Test system and jurisdictional ability to align services and collaborate under mutually agreed upon goals with shared outcomes, resources and risk.

AFP clients in the first program cohort had significant gains in income and housing stability.<sup>2</sup> A 12-month follow-up study was conducted to determine how well the results held up over

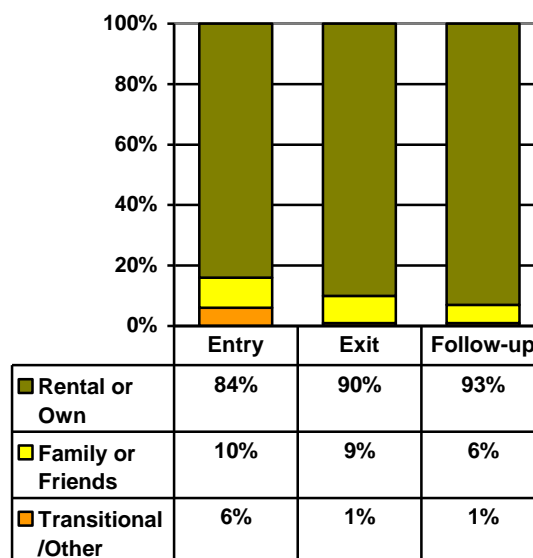
time. Providers contacted families who completed the program or who participated in services for at least 9 months to see how they were faring 12 months after exiting services. In all there were 212 families who met the criteria. Of these, 128 were located (60%) and surveyed.

Participants were asked about their housing status and stability, employment status and stability and income. Their responses were compared to similar questions asked at entry to and exit from the program.

### Housing Status

One goal of AFP was to stabilize the housing of families who had recently lost their income. Rent assistance funds from the federal Homeless Prevention and Rapid Re-housing Program (HPRP) were used based on the family's individual financial circumstances. AFP was extremely successful at stabilizing housing by the time participants exited the program and this stability continued during the next 12 months. At exit and follow-up 90% and 93% of families were renting or owned their own home.

**Figure 1: Housing Status  
Measured at 3 Test Points (N=128)**



<sup>1</sup> The total number of participants served was 359. Participants not included in this report were those enrolled during the first few months of implementation who did not actively engage with their case manager.

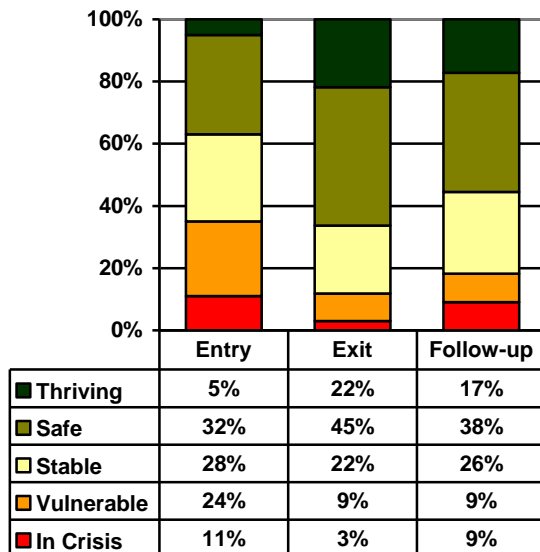
<sup>2</sup> See Action for Prosperity Final Report on Program Outcomes July 2009 – October 2010

## Action for Prosperity 12-Month Follow-up Report Clients Participating in Services Between July 2009 and October 2010

### Housing Stability<sup>3</sup>

AFP provided families rent assistance in order to keep their housing while they worked on obtaining employment. As can be seen in Figure 2, stability of participant housing increased from 65% at entry to 89% at exit. Most of participant housing remained stable over the 12 months after exiting services but the participants as a group lost a little ground. At exit, 89% percent of participant housing were scored as stable or higher on the Housing Stability measurement of the AFP Matrix compared to 82% at follow-up.

**Figure 2: Housing Stability  
Measured at 3 Test Points (N=128)**



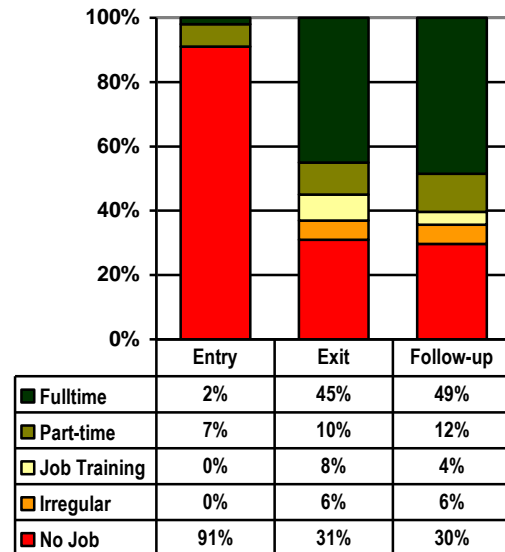
#### <sup>3</sup>Housing Matrix Score Definitions

<b>Thriving:</b>	<i>Housing of choice such as home ownership or non-subsidized rental</i>
<b>Safe:</b>	<i>Safe and secure non-subsidized, affordable choices limited by moderate income</i>
<b>Stable:</b>	<i>Safe and secure subsidized rental, Section 8, or public housing</i>
<b>Vulnerable:</b>	<i>Temporary/Transitional housing, unaffordable housing or imminent eviction.</i>
<b>In Crisis:</b>	<i>Temporary shelter, doubled-up or homeless</i>

### Employment Status

At program entry, only 9% of the participants were working. This improved significantly to 55% at program exit and continued to improve to 61% at the 12-month follow-up. These gains are even more impressive given the state of the local economy during this same period.

**Figure3: Employment Status  
Measured at 3 Test Points (N=128)**



### Employment Stability<sup>4</sup>

At exit and one year after leaving AFP, 60% of clients had stable employment or better as rated by the Employment Scale on the AFP Matrix. Employment stability was remarkably stable over the 12 month follow-up period.

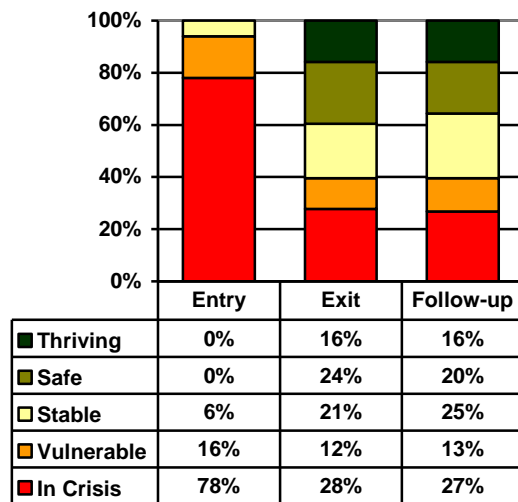
#### <sup>4</sup>Employment Matrix Score Definitions

<b>Thriving:</b>	<i>Maintains permanent full-time employment with adequate income and benefits</i>
<b>Safe:</b>	<i>Full-time employment, adequate pay and/or benefits</i>
<b>Stable:</b>	<i>Full-time employment, inadequate pay and no benefits or part-time with few benefits</i>
<b>Vulnerable:</b>	<i>Part-time employment, no benefits or temporary employment without benefits</i>
<b>In Crisis:</b>	<i>Unemployed</i>

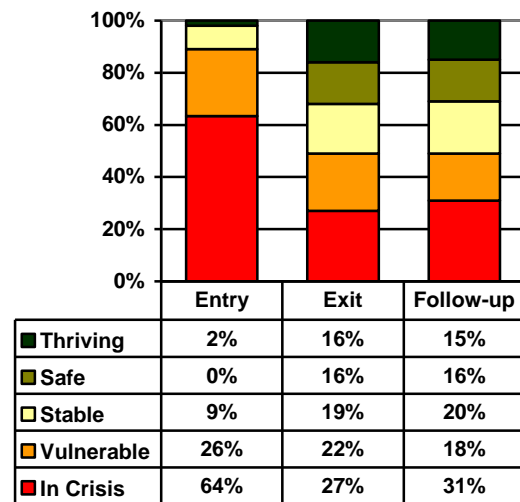
## Action for Prosperity 12-Month Follow-up Report

### Clients Participating in Services Between July 2009 and October 2010

**Figure 4: Employment Stability  
Measured at 3 Test Points (N=128)**



**Figure 5: Income Stability  
Measured at 3 Test Points (N=128)**



### Income Stability<sup>5</sup>

A high percent (90%) of AFP participants were struggling to earn enough income to feed and house their families at the start of services. At exit, the percent had decreased to 51% and after 12 more months remained at 51%. Even though the percent of Vulnerable and In Crisis families was almost halved and income increased significantly after participating in the program, it was still difficult for a significant number of the families to earn an income higher than 125% above poverty level.

As an example, Figure 6 shows the Federal Poverty Level related to each Matrix score and the actual income amount for a three person family.

**Figure 6: Federal Poverty Level Example**

Score	Percentage of Federal Poverty Level	Annual Income for Three Person Family
Thriving	More than 200%	More than \$36,620
Safe	Between 176%-200%	\$32,043-\$36,619
Stable	Between 126%-175%	\$22,888-\$32,042
Vulnerable	Between 101%-125%	\$18,310-\$22,887
In Crisis	Less than 100%	0-\$18,309

### Summary and Conclusions

1. Despite very difficult economic circumstances, the housing and employment outcomes produced by AFP were sustained twelve months after the termination of services
2. While produced profound employment outcomes, wages from employment are not sufficient to meet self sufficiency standards and fully lift the families out of poverty. This appears to be a result of the fact that the

<sup>5</sup>Income Matrix Score Definitions:

Thriving: > 200% of poverty adjusted for family size  
 Safe: Between 176-200% of poverty  
 Stable: Between 126- 175% of poverty  
 Vulnerable: Between 100-125% of poverty  
 In Crisis: Below poverty



## **Action for Prosperity 12-Month Follow-up Report**

### **Clients Participating in Services Between July 2009 and October 2010**

most commonly available jobs in the Oregon economy do not pay a self-sufficient wage and not a lack of job skills and employment opportunity AFP participants have at and after program exit.

3. The high success rate of this program during difficult economic times bodes well for future program cohorts when the economy improves.
4. While families are training and searching for jobs, homelessness can be successfully averted through the use of short-term rent assistance funds. Housing stability allowed program participants to fully focus on employment. Also, short term rent assistance was sufficient to allow families to remain housed even twelve months after assistance ended.

## Action for Prosperity: Outcomes for Participants who Exited Services between 1/31/11 and 6/30/12

Action for Prosperity (AFP) is a program that aligns housing, employment and case management services to help families move out of poverty. It was originally developed with one-time only funds from the American Recovery and Reinvestment Act of 2009 and AFP was extremely successful<sup>1</sup>. With the loss of ARRA funding four local organizations have pooled resources in order to continue AFP services.

1. **Multnomah County's Community Services Division** has a mission to help people get the services they need to fight poverty and increase prosperity. For AFP, the Community Services Division provides funding for Assertive Engagement<sup>2</sup>-(AE) case management services delivered by contracted anti-poverty/prosperity system-of-care providers and funding for Work System Inc. Liaisons to train AE staff on how to provide vocational-focused case management
2. **Work Systems Inc. (WSI)** is a nonprofit agency that designs and coordinates workforce development programs and services to help people get the skills, training and education they need to go to work or to advance in their careers. For AFP, WSI provides designated workforce training resources and products, training of assertive engagement staff on the use of WSI products, and WSI Liaisons to help navigate between systems
3. **Home Forward (HF)** is the local Housing Authority with a mission to assure that the people of the community are sheltered. For AFP, HF is providing mid-term rent assistance, for up to 24-36 months
4. **Department of Human Services (DHS)** is the state agency that provides a key safety net for those in our society who are most vulnerable. DHS provides flexible funds and case coordination allowing AFP participation to meet TANF job training requirement.

The goals of AFP are to:

- Stabilize housing;
- Increase life skills necessary to increase prosperity.
- Provide comprehensive workforce development services; and,
- Align resources among systems responsible for housing, anti-poverty/prosperity services, TANF, and workforce training for families living at or below 125% of the Federal Poverty Level.

In October 2010 the second phase of AFP began. This report is a summary description of the participants who exited services between 1/31/11 and 6/30/12. It examines the conditions under which participants entered the program, the services they participated in, and how much they had progressed by program exit.

### Key Assumptions of AFP

1. Households impacted by poverty are able to become employed with strategic, coordinated assistance.
2. The combination of housing stabilization, workforce training and employment, and assertive engagement case management, in an aligned system will be effective for these households.
3. Offering up to 24-36 months of rent assistance to stabilize housing will relieve family stress, allowing families to make positive life changes, and take full advantage of the workforce training component of the program.
4. Despite the economic environment, when presented with trained and skilled applicants businesses and employers will hire them.
5. Outcomes that were achieved in 2009-10 can be replicated on a population with significantly higher levels of poverty (at or below 125% of the Federal Poverty Level compared to 200% which was used in the original program) with an expanded duration of service.

<sup>1</sup> See Action for Prosperity Final Report on Program Outcomes July 2009 – October 2010

<sup>2</sup> Assertive Engagement is a case management model based on evidence based practices including Motivational Interviewing, Strengths-Based Case Management, and Assertive Community Treatment.

## Action for Prosperity

### Participants Who Exited Services Between January 2011 and June 30<sup>th</sup> 2012

#### Unduplicated Number Served Since Phase 2 of AFP Started in October 2010:

Households 237

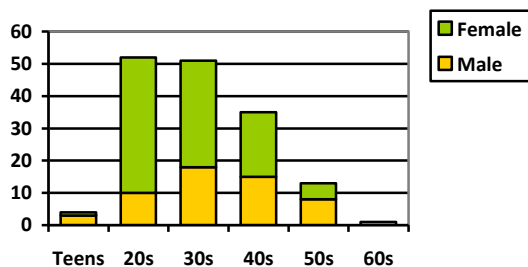
Adults Participating in Assertive Engagement Services and WSI Products 248

The descriptive and outcomes sections of this report focus on 123<sup>3</sup> adults from 117 households who directly participated in AFP, who received over 10 hours of Assertive Engagement case management services and who exited before 7/1/12.

#### Participant Descriptive Information

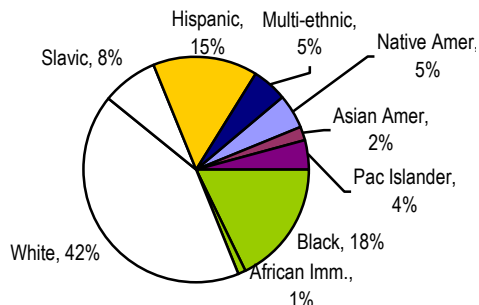
Two-thirds of the participants were female (67% female, 33% male). Participants ranged in age from 18 to 62, with the average age being 34.4 years. Female participants were younger than males; 76% were under 40 compared to 41% of the males.

#### Age and Gender



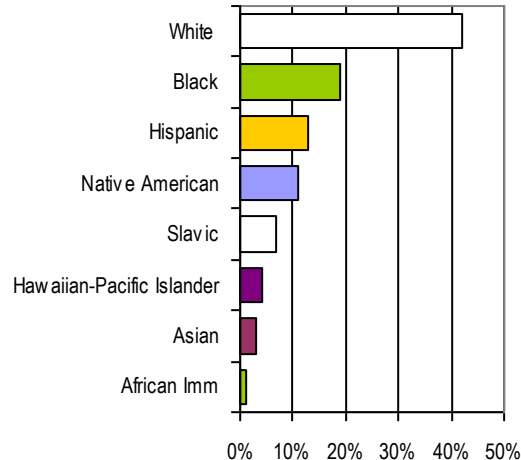
Most of the participants (58%) identified themselves as being from a culturally specific community and/or spoke a language other than English in their home (20%).

#### Race/Ethnicity



<sup>3</sup> 156 adults participated in AFP. 33 adults (21%) did not meet the 10 hours of case management threshold and are not included in this report.

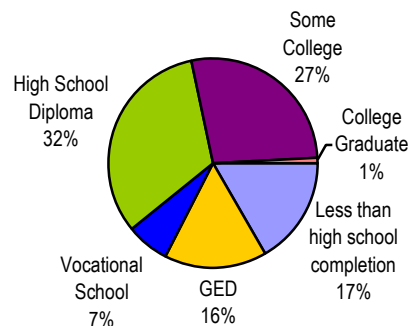
#### Race/Ethnicity: Unpacking Multi-Ethnic<sup>4</sup>



The primary language for most participants was English (80%), with 8% Spanish, 7% Russian speakers and 7% speaking other non-English languages.

Almost three quarters (72%) of participants had a good baseline to build employment skills by virtue of having completed high school, attended college classes or vocational school. An additional 16% had earned their GED.

#### Participant Education Level



The majority of participants were living in poverty and not working at the time of enrollment; 76% were unemployed, 93% had an income at or below

<sup>4</sup> Participants who check more than one race or ethnicity are considered multi-ethnic in the pie chart showing race/ethnicity. In this bar chart the multi-ethnic category is removed and each race ethnicity is added to the single category totals. This full depiction of all races results in an over-count in this figure. Curry-Stevens, A., Cross-Hemmer, A., & Coalition of Communities of Color (2010). Communities of Color in Multnomah County: An Unsettling Profile. Portland, OR: Portland State University.

## Action for Prosperity

### Participants Who Exited Services Between January 2011 and June 30<sup>th</sup> 2012

125% of the Federal Poverty Level<sup>5</sup>, and 34% of the participants had no health insurance. The average household income was \$8,961 supporting an average of 2.3 individuals.

A significant number of households were also dealing with other challenges. Over half (58%) of female participants were survivors of domestic violence. Eight percent of males were veterans. In addition, over one fourth (28%) of all participants were living with a disabling condition. For those with disabilities, the most common types were substance abuse (51%), and mental health disorders (46%), followed by physical health (31%), and developmental delay (3%).

Most of the households were families with children (90%); 10% were single individuals. Households with children included single parent (54% female and 7% male) and two-parent households (29%).

#### Services

##### Assertive Engagement Services

The total amount of Assertive Engagement services ranged from 11.5 to 172.25 hours; this averages out to 42.4 hours per participant. Clients participated in services an average of 9.4 months ranging from 1 month to 20.7 months. This averages to 1.03 hours per week which is consistent with model expectations.

##### Financial Assistance

AFP spent a total of \$426,586 on client financial assistance. Over three quarters of the 117 households (80%) received rent assistance during their participation in AFP; 16% were in a subsidized transitional housing; the remaining 3% had enough income to pay their own rent. Rent assistance was by far, the most common and largest expense.

#### Summary of Financial Assistance

	Total	N of Households	Average across All Households
Rent	\$ 402,082	94	\$3,437
Utilities	\$1,220	9	\$10
Miscellaneous	\$23,285	74	\$199
Total	\$426,586	98	\$3,646

<sup>5</sup> The 125% threshold of poverty for a family of four was an annual income of less than \$28,813 according to U.S. Department of Health and Human Services Guidelines for 2012.

#### WSI Products

87% of AFP participants utilized the products offered by WSI. On average the cohort of participants made use of 7.5 products over the course of 5.3 months. A little over half of the clients (54%) utilized fewer than 5 WSI products.

#### Participants Accessing WSI Products

	Percent Accessing
<b>Participated in Services</b> Examples include assessments, 1 on 1 skills training, ESL classes, and advising	81%
<b>Attended Workshops</b> Examples include computer literacy, job search, internship orientation, NCRC Assessments, resume writing, OJT orientation and workplace math	58%
<b>Attended Trainings</b> Examples include internships, on the job training and short-term vocational training	25%
<b>Earned Certificates</b> Are awarded in recognition of an individual's performance of measurable technical and/or occupational skills necessary to gain employment and are based on standards endorsed by employers or industry associations.	15%

#### Outcomes

The AFP Matrix is a tool for creating a collaborative assessment of participants in six life domains that correlate with self-sufficiency<sup>6</sup>. The six life domains measured by the Matrix included Housing, Employment, Income, Financial Management Skills, Training, and Employment Life Skills. Participants were given scores on the Matrix in each life domain including, in ascending order, In Crisis, Vulnerable, Stable, Safe, and Thriving.

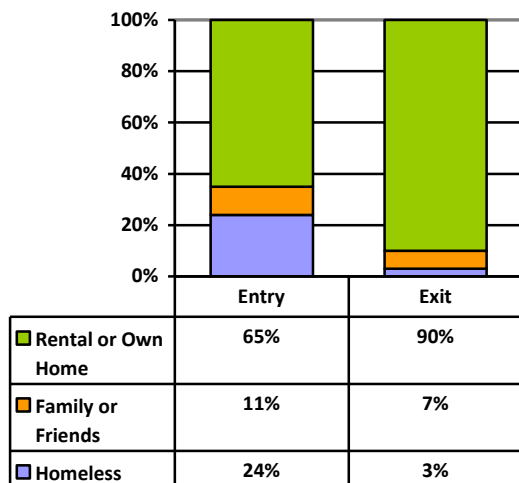
The following sections consider outcomes for the 123 participants who exited the program prior to 7/1/12 and who had more than 10 hours of assertive engagement case management. This section compares baseline matrix scores and housing and employment status at entry to and exit from the program.

<sup>6</sup> This instrument was adapted by Multnomah County staff from the Arizona Self-Sufficiency Matrix: <http://www.sbcounty.gov/csd/docs/HMIS/Universal%20Data%20Elements.pdf>

## Action for Prosperity

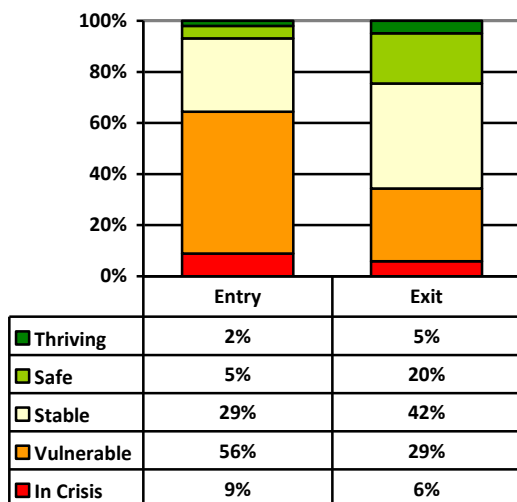
### Participants Who Exited Services Between January 2011 and June 30<sup>th</sup> 2012

**Housing Situation**



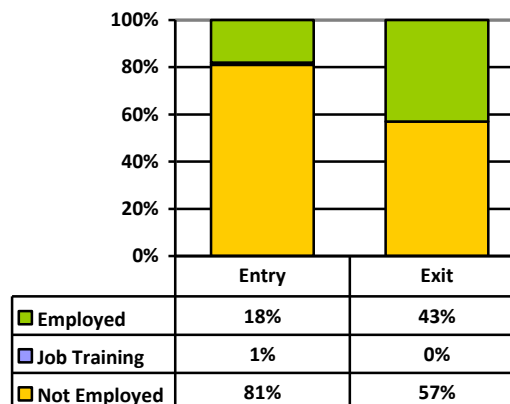
Housing was much more stable for AFP families by the time they exited from AFP. At exit, a significantly higher number of the clients (90%) were renting or living in their own home compared to entry (65%). Only 3% were homeless at exit compared to almost one quarter (24%) at entry. Similarly fewer clients were living with friends of family at exit (7%) compared to entry (11%).

**Housing Matrix**



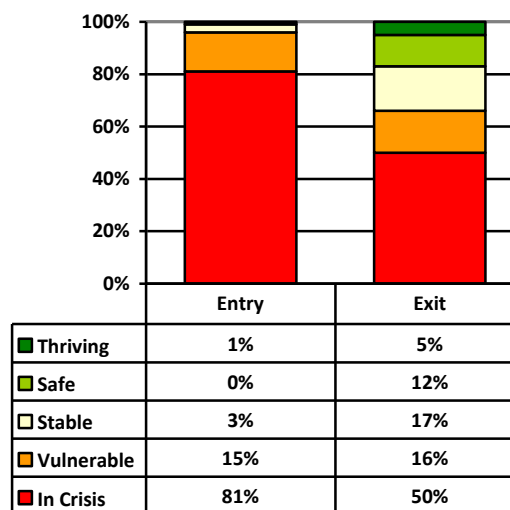
On the housing matrix, almost two thirds of participants were rated at the start of services as being vulnerable or in crisis. By exit, two thirds had achieved or maintained stability in housing.

**Employment Situation**



At service onset, 81% of participants entering services were not employed and seeking employment. That percent fell to 57% at exit with 27% working full-time, 11% working part-time and 5% working in a temporary or seasonal position.

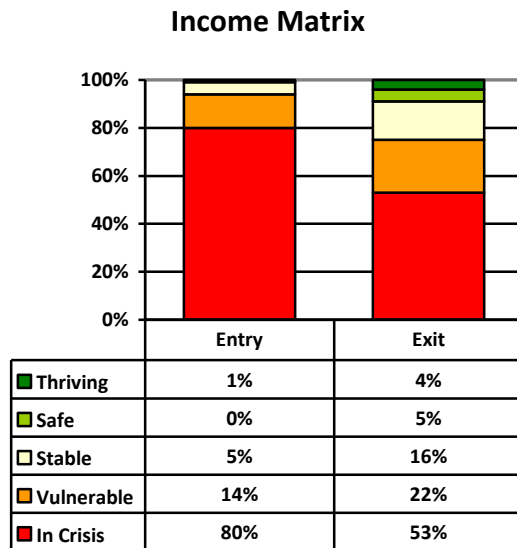
**Employment Matrix**



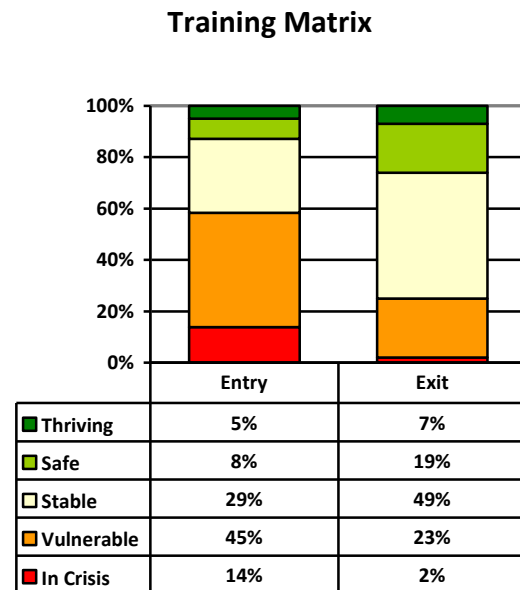
As measured by the matrix, 96% of participants were vulnerable or in crisis at entry. By exit, that number had decreased considerably although two thirds of clients were still vulnerable or in crisis.

## Action for Prosperity

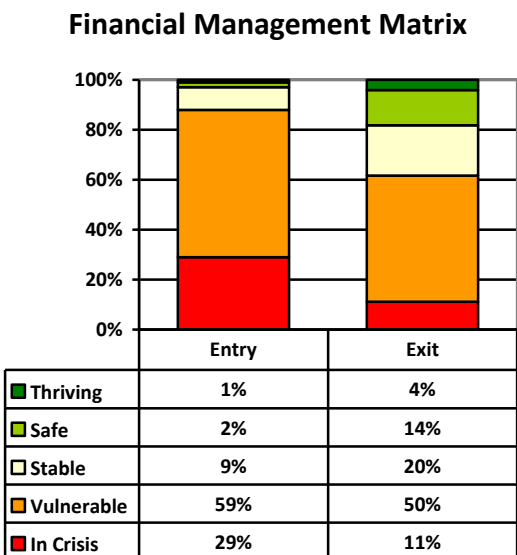
### Participants Who Exited Services Between January 2011 and June 30<sup>th</sup> 2012



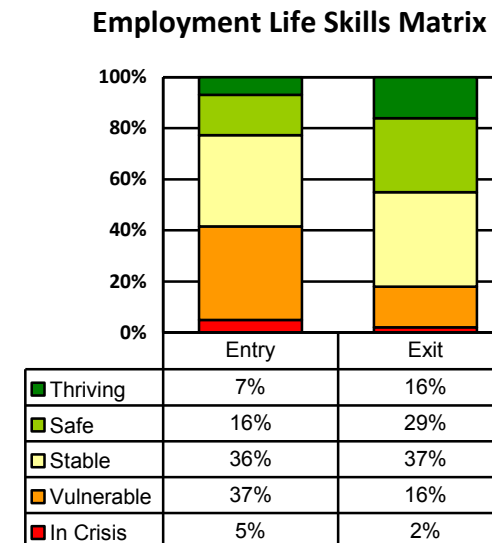
At the start of services, 94% of clients were vulnerable (14%) or in crisis (80%). At exit a significant but smaller number of clients (75%) were vulnerable (22%) or in crisis (53%). Actual average monthly income of clients improved from \$597 at entry to \$922 at exit.



Less than half of participants (40%) had at least some marketable job skills at entry. At exit that percent had expanded to 75%.



Very few participants (12%) were rated as having adequate financial management skills at entry. At program exit more clients were rated as having adequate skills (38%) but more than half of the participants were rated as being vulnerable or in crisis.



Over half of the participants in AFP (59%), were rated as having life skills necessary for employment compared to 82% at exit.

#### Relationship between Demographics and Employment at Exit

Employment status at exit was compared across demographic characteristics including gender, age, race/ethnicity, disability status, survivor of

## Action for Prosperity

### Participants Who Exited Services Between January 2011 and June 30<sup>th</sup> 2012

domestic violence, and English language learner. Clients with disabilities and native English speakers (as opposed to English language learners) were less likely to have a job at exit ( $p < .01$ ). The other demographic variables did not have a statistically significant relationship to employment status at exit.

#### Relationship between Services and Employment at Exit

The amount of utilization of WSI products was positively related to client employment at exit. This was not true of the amount of Assertive Engagement hours or the amount of monetary assistance. Participants who were employed at the time of exit utilized almost twice as many WSI products (9.6) than those who were not employed (6.0).

#### AFP Dosages and Client Exit Employment Status

	Employed	Not Employed	P <
AE Hours	40.0	44.2	n.s.
Dollars	\$284	\$287	n.s.
WSI Products	9.6	6.0	.02

Another way to look at WSI usage is to divide clients into high and low users. Half (50%) of clients who utilized five or more WSI products were employed at the time of exit compared to one third (35%) of those did not.

#### Percent of High and Low WSI Participants Employed at Exit

Employed at Exit	0-4 products	>4 products
Yes	35%	50%

#### Summary and Conclusions

1. The cohort of clients participating in this iteration of AFP has fewer resources and more barriers than the previous cohort.
  - 93% had earned at or less than 125% of the poverty threshold compared to 87%.
  - 61% were single parent families compared to 40%
  - 58% of participants had a history of domestic violence compared to 26%

- 28% of the clients had a disability compared to 12% in the last cohort.
2. AFP expanded the array of anti-poverty services available to include access to professional employment skill building services. WSI Liaisons have amplified the skills of AE case managers teaching them to provide vocational assistance using WSI products.
  3. Flexible funds were not as available; only \$200 per client was utilized this year compared to \$1,114 during the first iteration of AFP.
  4. AFP participants showed improvement on all 6 areas of the matrix but showed the most growth in Employment Life Skills and Training and less positive change in Employment and Income with many of the clients left vulnerable or in crisis in these areas. Financial Management also remained unstable with most clients in the vulnerable range at exit.
  5. Clients in this cohort did not fare as well as the previous cohort. This year 43% of clients were employed at exit compared to 61% in 2009-10.
  6. Clients who accessed at least 5 WSI products were more successful in their job search than clients who did not. However, only just over half (54%) of the clients utilized 5 or more WSI products.

#### Recommendations

1. Partners including provider agencies may want to develop a common set of guidelines on determining the optimal time to exit AFP participants. Are providers exiting participants too soon? Many (60%) AFP participants were exited before they had obtained employment. It can also be argued that AE services delivered after employment is secured are critical to the long-term success of the job placement for clients with more barriers to success.
2. Implement an AE fidelity check and ongoing training opportunities for AE case managers.
3. Seek new funding for flexible participant assistance to bolster this important component of the model.
4. Strategize ways to increase client utilization of WSI products.
5. In order to improve financial management skills, encourage clients toward utilizing the prosperity planning product and other financial literacy products at WSI.

## Action for Prosperity Follow-up Clients Who Exited Between 7/1/11 and 12/31/12

Between 7/1/11 and 4/1/12, 125 clients exited from Action for Prosperity (AFP). Each client's Assertive Engagement worker attempted contact in order to find out how their former client was doing in April 2013. This report summarizes the follow-up information.

Almost three quarters of the clients (73%, N=91) were located and provided follow-up information. Because clients left the program at different dates, the length of the follow-up varied. The maximum follow-up time was 12 months. Most of the clients had been out of the program for at least 12 months (70%), 13% for 9 months, 9% for 6 months and 8% for 3 months.

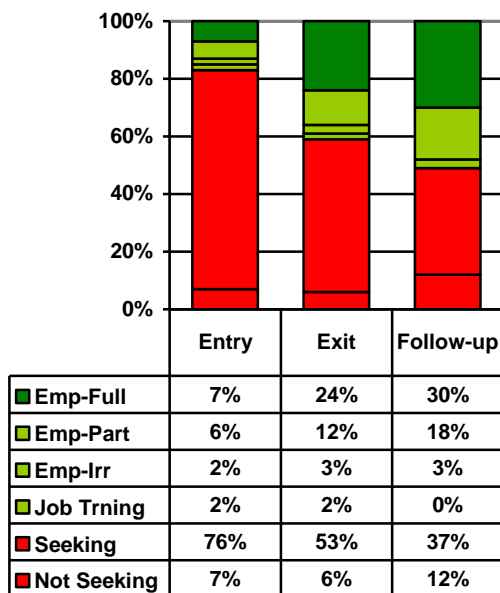
### Housing at Follow-up (N=84)

- 88% living in rental or own home

### Employment at Follow-up (N=87)

- 52% were employed; 30% full-time, 18% part-time and 3% with irregular employment
- Clients who were working averaged 34 hours per week earning \$11.74/hour

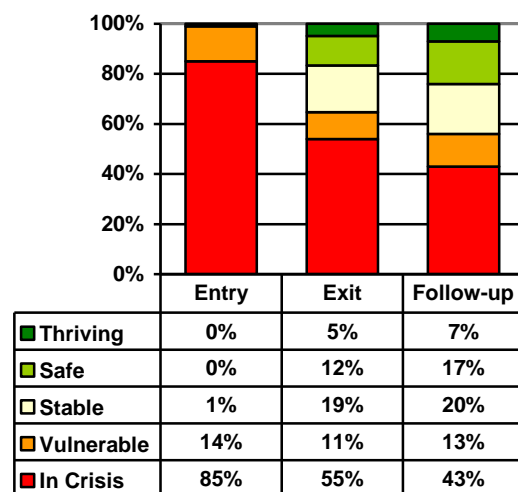
**Employment Status at Three Testing Points**



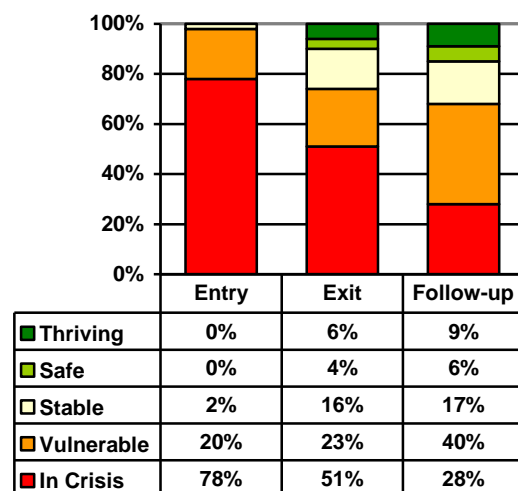
### AFP Matrix at Follow-up

There were 87 clients with complete AFP Matrices at entry, exit and follow-up. On all scales of the Matrix, clients continued to make improvements with higher percentages in the safe, stable or thriving range of functioning.

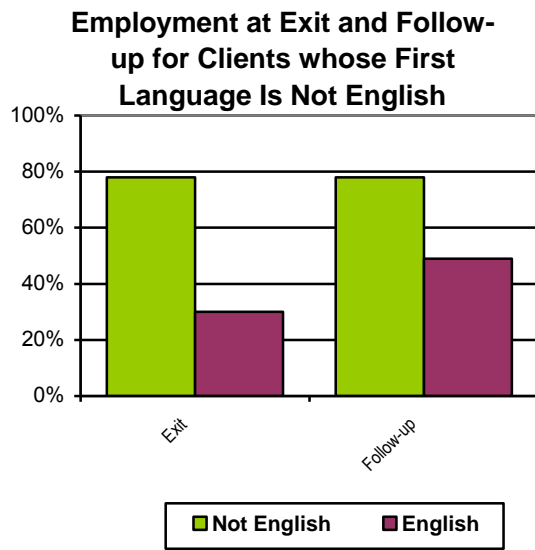
**Employment Matrix at Three Testing Points**



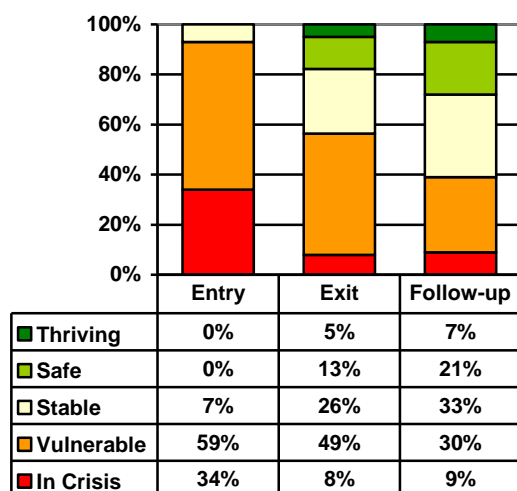
**Income Matrix at Three Testing Points**



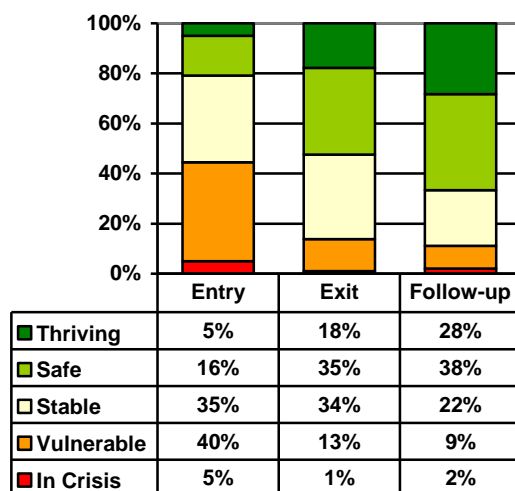




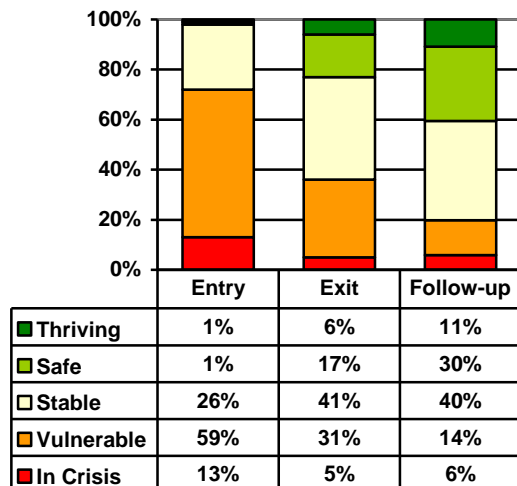
**Financial Management Matrix at Three Testing Points**



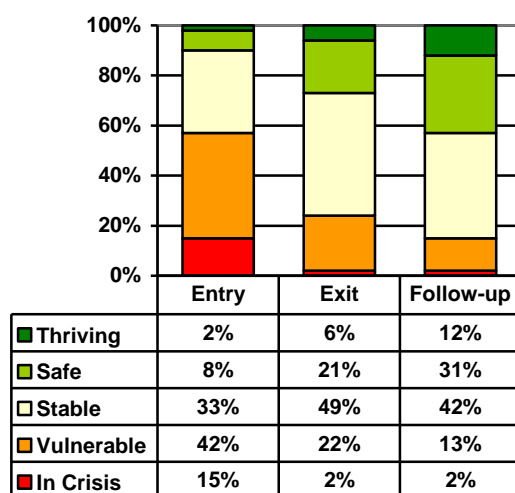
**Employment Life Skills Matrix at Three Testing Points**



**Housing Matrix at Three Testing Points**



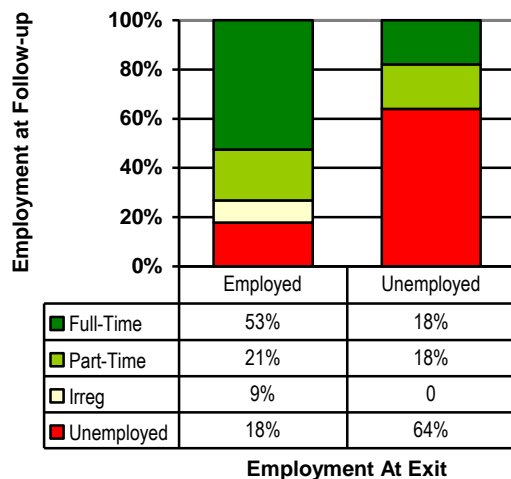
**Training Matrix at Three Testing Points**



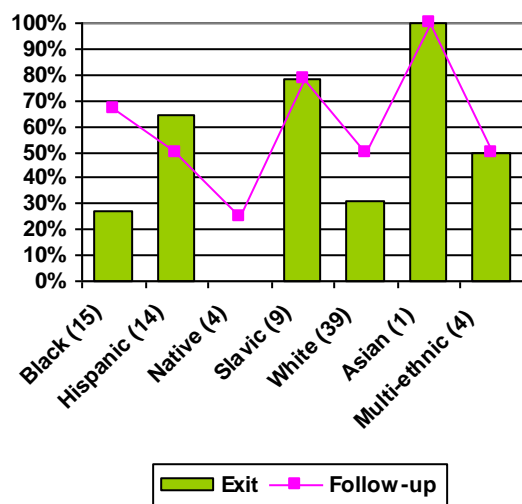
## Comparison of Employment Status at Follow-up between Clients Employed at Exit and those Unemployed at Exit

For clients who were employed at exit, 82% were still employed at follow-up. For clients who were not employed at exit, 36% were employed at follow-up.

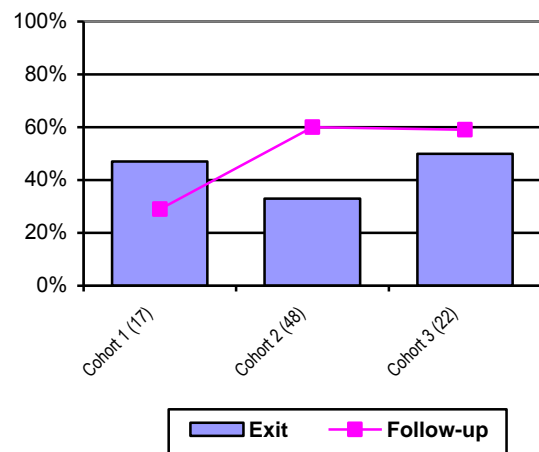
### Employment at Follow-up by Employment Status at Exit



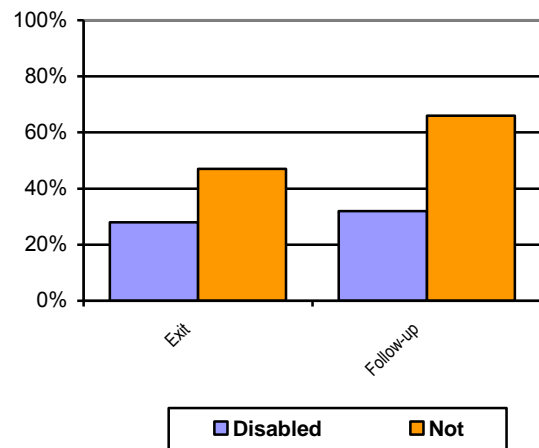
### Employment at Exit and Follow-up by Race/Ethnicity



### Employment at Exit and Follow-up by Provider



### Employment at Exit and Follow-up for Disabled Clients





**Action for Prosperity**

# Forms and Procedures



Participant Name \_\_\_\_\_ ServicePoint ID \_\_\_\_\_ Entry Date \_\_\_\_\_ 3 Month Date \_\_\_\_\_ 6 Month Date \_\_\_\_\_  
 9 Month Date \_\_\_\_\_ 12 Month Date \_\_\_\_\_ 15 Month Date \_\_\_\_\_ 18 Month Date \_\_\_\_\_ 21 Month Date \_\_\_\_\_ Exit Date \_\_\_\_\_

*Instructions: Please record each participant's score (from 0-10) for each of the Domains below. Participants are to be assessed at Program Entry, at 3 months following entry (3M), and every 3 months thereafter until Program Exit. Determine the score that most closely fits with the participant's situation at each assessment point and enter the number in the appropriate Score Box. The Benchmarks for each Domain are intended to be examples and staffs can determine the most appropriate numeric score. Be sure to enter the date of each assessment in the appropriate space above.*

## DOMAINS

	HOUSEHOLD INCOME (see other side for reference tables)					FINANCIAL MANAGEMENT					HOUSING					EMPLOYMENT LIFE SKILLS (please see other side for examples)					TRAINING					EMPLOYMENT				
Score Boxes→	Entry	3M	6M	9M	12M	Entry	3M	6M	9M	12M	Entry	3M	6M	9M	12M	Entry	3M	6M	9M	12M	Entry	3M	6M	9M	12M	Entry	3M	6M	9M	12M
	15M	18M	21M	Exit		15M	18M	21M	Exit		15M	18M	21M	Exit		15M	18M	21M	Exit		15M	18M	21M	Exit		15M	18M	21M	Exit	

<b>Thriving (9-10)</b>	9 or 10=more than 200% FPL	Can meet needs & maintain a savings account; no subsidized benefits; spending is consistent with goals	Housing of choice such as home ownership or non-subsidized rental housing	Knows and understands employment life skills and is always able to use them effectively	Certification or license from a one-year or longer training program	Maintains permanent full-time employment with adequate income and benefits
<b>Safe (7-8)</b>	7 or 8=176-200%of FPL	Can meet basic needs and manage debt without assistance; spending is consistent with goals	Safe and secure non-subsidized, affordable choices limited due to moderate income	Generally understands employment life skills and is frequently able to use them effectively	Certification or license from a training program less than one year long	Full-time employment, adequate pay and/or benefits
<b>Stable (5-6)</b>	6=151-175%of FPL 5=126-150%of FPL	Can meet basic living expenses and manage debt; little or no assistance; spending is mostly consistent with goals	Safe & secure subsidized rental, Section 8, or public housing  Marginally adequate housing	Some knowledge and understanding of employment life skills and is sometimes able to use them effectively	Attends training program leading to certification or diploma  Has marketable skills	Full time employment, inadequate pay and no benefits  Part time employment, few benefits
<b>Vulnerable (3-4)</b>	3 or 4=100-125%of FPL	Unable to meet basic living expenses and/or manage debt; receiving assistance; some spontaneous or inappropriate spending	Temporary/Transitional housing  Unaffordable housing Eviction notice/Imminent risk of losing housing	Limited knowledge of employment life skills and is able to use them or is willing to try	Has limited training or marketable skills	Part-time employment, no benefits  Temporary or seasonal employment, no benefits
<b>In Crisis (0-2)</b>	2=76-100%of FPL 1= 51-75% of FPL 0=Up to 50%of FPL	Unable to meet basic living expenses and/or manage debt; frequent spontaneous or inappropriate spending	Temporary shelter  Doubled Up/Couch surfing  Homeless	Limited or no knowledge of employment life skills and is unable or unwilling to use them	Has no training or marketable skills	Unemployed with work history or skills  Unemployed without work history or skills

Table 1a. Determining Income level based on **Gross Annual Income** (2013 HHS guidelines)

<b>Persons in household or family</b>	<b>50%</b>	<b>100%</b>	<b>125%</b>	<b>175%</b>	<b>200%</b>
1	\$5,745	\$11,490	\$14,363	\$13,214	\$22,980
2	\$7,755	\$15,510	\$19,388	\$17,837	\$31,020
3	\$9,765	\$19,530	\$24,413	\$22,460	\$39,060
4	\$11,775	\$23,550	\$29,438	\$27,083	\$47,100
5	\$13,785	\$27,570	\$34,463	\$31,706	\$55,140
6	\$15,795	\$31,590	\$39,488	\$36,329	\$63,180
7	\$17,805	\$35,610	\$44,513	\$40,952	\$71,220
8	\$19,815	\$39,630	\$49,538	\$45,575	\$79,260
Each additional member add	\$2,010	\$4,020	\$5,025	\$7035	\$8,040

Table 1b. Determining Income level based on **Gross Monthly Income** (2013 HHS guidelines)

<b>Persons in household or family</b>	<b>Gross Monthly Income</b>				
	<b>50%</b>	<b>100%</b>	<b>125%</b>	<b>175%</b>	<b>200%</b>
1	\$479	\$958	\$1,197	\$1,101	\$1,915
2	\$646	\$1,293	\$1,616	\$1,486	\$2,585
3	\$814	\$1,628	\$2,034	\$1,872	\$3,255
4	\$981	\$1,963	\$2,453	\$2,257	\$3,925
5	\$1,149	\$2,298	\$2,872	\$2,642	\$4,595
6	\$1,316	\$2,633	\$3,291	\$3,027	\$5,265
7	\$1,484	\$2,968	\$3,709	\$3,413	\$5,935
8	\$1,651	\$3,303	\$4,128	\$3,798	\$6,605
Each additional member add	\$167	\$335	\$419	\$586	\$670

### Examples of Employment Life Skills

- Timeliness
  - coming to work on time
  - taking appropriate breaks
- Crisis management
  - not letting family difficulties or crises at home regularly interfere with work
  - having a backup plan for childcare
- Personal hygiene
- Dressing appropriately
- Interpersonal Communication
  - with co-workers
  - with employers
- Conflict resolution
- Following workplace rules
- Working to the best of one's ability

## Anti-Poverty Case Management/ Action for Prosperity Participant Preparedness for WorkSource Engagement

This tool is intended to provide guidance to staff when determining a participant's readiness for enrollment in WorkSource or other available career development, training and employment resources. It in no way reflects hard and fast timelines and criteria. Participant circumstances vary widely and each individual's preparedness should be considered on a case by case basis.

APCM / AFP → → → → → → → → → → → → → WorkSource or other Training Product Enrollment

Longer Term Enrollment: Not Ready for Employment/Training Activities	Circumstantially Unready but Motivationally Ready and Making Progress: Employment/Training Activities within 2 to 5 months	Approaching Readiness: Employment/Training Activities within ~1 to 2 months	Ready for Employment/Training Activities and WorkSource Enrollment
<ul style="list-style-type: none"> <li>❖ Homeless, no housing resources in place - poor rental history</li> <li>❖ Actively abusing alcohol or drugs</li> <li>❖ Unaddressed mental health issues</li> <li>❖ Disabilities which are unable to be accommodated (Seeking benefits: SS, SSI, VA, etc.)</li> <li>❖ Unresolved intense personal circumstances</li> </ul>	<ul style="list-style-type: none"> <li>❖ Has a plan to achieve housing stability</li> <li>❖ Unresolved legal issues</li> <li>❖ Unresolved A&amp;D issues, newly in recovery</li> <li>❖ Requires soft skill development</li> <li>❖ Children are not enrolled in school</li> <li>❖ Family and community supports are not in place</li> </ul>	<ul style="list-style-type: none"> <li>❖ Housing will be stable w/i a short time</li> <li>❖ A&amp;D issues, if any, are being addressed</li> <li>❖ Has some or many soft skills developed (communication, social, timeliness, work etiquette)</li> <li>❖ Has family and community supports</li> </ul>	<ul style="list-style-type: none"> <li>❖ Housing is stable</li> <li>❖ Is firmly committed to AFP</li> <li>❖ Can describe previous work/educational experiences and skills</li> <li>❖ Has soft skills</li> <li>❖ Has support from family and community</li> <li>❖ Transportation is available</li> <li>❖ A&amp;D are not issues/are being addressed</li> <li>❖ Child care is in place</li> <li>❖ Personal issues are addressed</li> </ul>

## Exit Criteria

It is the Policy of Action for Prosperity to work with participants until they have received the full benefit of the program and have stabilized all aspects of their prosperity before being asked to leave the program. The following are suggested guidelines for Assertive Engagement Staff and Participants to consider before agreeing that it is time to exit the program.

Participants should have achieved a score of at least “Safe” on every domain of the AFP matrix prior to being exited. Please review the below domains and confirm that the participant meets these exit criteria.		
Check Box	Area of Self-Sufficiency Based on AFP Matrix Score	Comments
	Household Income: Safe or Above 176-200% Federal Poverty Level	
	Financial Management: Safe or Above Can meet basic needs and manage debt without assistance; spending is consistent with goals	
	Housing: Safe or Above Safe and Secure non-subsidized; affordable choices limited due to moderate income	
	Employment Life Skills: Safe or Above Generally understands employment life skills and is frequently able to use them effectively	
	Training: Safe or Above Certification or license from a training program less than one year long	
	Employment: Safe or Above Full-time adequate pay and/or benefits	
Other Comments and Factors		



## Assertive Engagement Staff Pre-exit considerations

Assertive Engagement Staff and Participant should discuss the following:

Is this a mutually agreed upon exit?

- Is the participant choosing to leave while the Assertive Engagement Staff still believe there could be program benefit?
- Is the AE Staff asking the participant to exit before he or she feels ready?

Has the point of maximum program benefit been reached?

If the participant has not achieved Safe or Above in all six domains, AE Staff should consult with supervisors, co-workers, and/or partners to explore whether exiting is the right choice.

If the participant has disengaged before the AE Staff would prefer, consider the AE principles of persistent and creative.

- Have attempts been made to increase engagement and motivation?
- Have different strategies been tried?

If AE Staff become frustrated and weary of working with the participant:

- Consider transferring the participant to a different AE Staff
- Staff the participant's current situation with supervisor, co-workers, partners, and participant to brain storm new ideas, resources, and next steps.

Review the motivations used in the past to engage the participant.

- Will they work now?
- How can they be modified to fit the current situation?
- What new tactics and strategies might there be?

Always leave the door open. Pending program capacity, ensure the participant that they can return.



**Multnomah County**  
**Action for Prosperity**  
**Training and Event Calendar**  
**FY2014**

Action for Prosperity provides monthly trainings delivered by Worksystems Inc. pertaining to the worksource training products available to AFP participants. Monthly meetings between the principle partners in AFP and AE Staff also are convened by Multnomah County

	Week 1	Week 2	Week 3	Week 4
<b>Jul-13</b>		July 9th & repeating on 10th WSI Training July 11th Partner Meeting	July 18th Staff Meeting	July 25th FUP staff Meeting
<b>Aug-13</b>		Aug 8th Partner Meeting	Aug 15th Staff Meeting	
<b>Sep-13</b>		Sept 10th & repeating 11th WSI Training Sept 12th Partner Meeting	Sept 19th Staff Meeting	Sept 27th FUP staff Meeting
<b>Oct-13</b>	Oct 2nd, 3rd & 4th AE Training	Oct 10th Partner Meeting	Oct 17th Staff Meeting	Oct 24th FUP staff Meeting
<b>Nov-13</b>		Nov 12th & repeating on 13th WSI Training Nov 14th Partner Meeting	Nov 21st Staff Meeting	
<b>Dec-13</b>		Dec 12th Partner Meeting	Dec 19th Staff Meeting	
<b>Jan-14</b>		Jan 21st, & repeating on 22nd WSI Training Jan 9th Partner Meeting	Jan 16th Staff Meeting	Jan 23rd FUP staff Meeting
<b>Feb-14</b>	Feb (TBD) AE Training	Feb 13th Partner Meeting	Feb 20th Staff Meeting	
<b>Mar-14</b>		March 11th & repeating on 12th WSI Training March 13th Partner Meeting	March 20th Staff Meeting	March 27th FUP staff Meeting
<b>Apr-14</b>		April 10th Partner Meeting	April 17th Staff Meeting	
<b>May-14</b>		May 6th & repeating 7th WSI Training May 8th Partner Meeting	May 15th Staff Meeting	May 22nd FUP staff Meeting
<b>Jun-14</b>	June (TBD) AE Training	June 12th Partner Meeting	June 19th Staff Meeting	11/18/2013



Household	Every Participant needs 1 household, and only 1 household. Create on summary tab.
Household Type	
Head of Household	There should be 1 head of household.
Relationship to Head of HH	If Participant is head of household, this should always be 'Self'
HH Entry Date	Required if entering Participant into ServicePoint for first time; Same as Program Entry Date
Entry/Exit	Enters/exits Participant into your program. If you skip this step, their services may not be reported.
Entry	Only Participants who directly participate in AFP need an Entry into AFP II (they should also have matrices entered). Other household members who do not participate should not have an Entry. If more than 1 person in a household participates in AFP, click the check box next to HH member's names to create a related Entry, and click on their name to add Entry data.
Entry Type	Always choose Basic
Entry Date	Date started AFP II; <b>*Date defaults to date of data entry—Remember to change date!</b>
<b>Section I</b>	<b>Complete this section for every person in the household</b>
Date of Birth	
DOB Type	Did Participant report full DOB, give you a partial DOB, or refuse to give you a DOB
Gender	
Inclusive Identity	Click Add to enter as many race/ethnicities as the Participant self-identifies
Race	Please note Hispanic is not an option for Race
Race-Additional	<b>*Optional</b> ; Only required if Participant has more than one race; Leave blank if not applicable
Ethnicity (Hispanic/Latino)	
Primary Language	Select Primary Language
Primary Language-Other	Only required if Other is selected as the Primary Language. <u>Do not type in a 2nd language</u>
Highest Grade Completed	Choose Not Applicable if Participant has never attended school (do not select current grade level)
Health Insurance	
Residence Prior to Entry	Residence just prior to program entry (i.e. the night before Entry Date)
Housing Status	Select Literally Homeless (includes transitional shelter/housing or fleeing DV situation); Imminently Losing their Housing (i.e. do not have resources to prevent homelessness); Unstably Housed (i.e. may have resources or doubled up); Stably Housed *If institutionalized, select status based on housing status before institutionalization
Zip Code of Last Perm Addr.	Zip code of current residence or last place of permanent residence if homeless
Zip Data Quality	Full/Partial zip code, Participant did not know zip code, or refused to provide zip code
Household Size	Number of people in household, <i>may be different from number of people who need an entry</i>
Disabling Condition	Yes or No; If Yes, must click on the Add button to specify the type
Disability Type	Must specify start date (entry date), type(s), and is disability expected to be of long duration?
Income Received past 30 days	If 'Yes' must specify income source and verify any income already entered is correct
Income Source	Must specify source of income and amt for new income; end any income no longer received
Total Monthly Income	Only required if Participant has received income in past 30 days. Must sum all income received.
Noncash Benefit past 30 days	If 'Yes' must specify benefit source and verify any benefit already entered is correct
Benefit Source	Must specify source of benefit for new benefits; end any benefit no longer received
<b>Section IIa</b>	<b>Adults Only—Everyone 18 years of age and over must complete (including those in high school)</b>
Employment Status	
Length of Stay in Prev. Place	<b>How long has Participant been at residence prior to program entry</b>
Is Client Homeless?	
Is Client Chronically Homeless	Is Participant homeless (4 times in last 3 yrs or 1 continuous yr) w/ disabling condition
US Military Veteran	
DV victim/survivor	

**The Action for Prosperity program is a partnership between Home Forward, Multnomah County and the Anti-Poverty system, and Worksystems, Inc. to help low-income residents build job skills, improve earning power, and advance in their careers. Participants benefit from the case management support of the Anti-Poverty system, the employment related opportunities provided by Worksystems, and the short term rent assistance available to participants as they achieve their self-sufficiency goals.**

Some excerpts from the standard Provider STRA contract. *Contracts vary by agency; please see your individual STRA contract for exact language and all contract terms. This is not an all-inclusive list:*

- **Housing Authority of Portland Action for Prosperity Funds (“HAP AFP”):** HAP AFP funds must be administered according to the guidelines laid out in Exhibit N, attachments 1-16. Additionally:
  - a) Contractor shall adopt reasonable program admission criteria and procedures that assure for the fair and equitable distribution of assistance among potential qualified applicants.
  - b) Where practical, Contractor shall utilize a waiting list for assistance on a first-come, first-served basis.
  - c) Contractor may target marketing and outreach to reach a specific subpopulation of eligible clients. Contractor must ensure that adopted eligibility criteria and marketing strategies comply with Fair Housing Act requirements.
  - d) Contractor shall ensure there is a clear process for determining the type, level and duration of assistance.
  - e) Home Forward will make available tenant requested unit inspections during the duration of rental assistance. Contractor shall notify Home Forward if tenant makes such a request.
- **Outputs:** The successful completion of any project administered by Contractor under this Contract shall be measured against the following quantitative measures of performance for the contract year July 1, 2013- June 30, 2014. Outputs to be adjusted annually to reflect annual STRA funding levels and targets:
  - Provide TBRA to a projected ## households with HAP-AFP. Significant deviation from these projections should be explained by Contractor in quarterly reports to Home Forward.
  - Exit destinations of households served.
- **Outcomes:**
  - System Outcomes: Below are the outcome goals for the entire rent assistance system:
    - a) 90% of households will remain housed throughout time TBRA is provided;
    - b) 90% of households will retain housing 3 months after TBRA ends;
    - c) 80% of households will retain housing 6 months after TBRA ends; and
    - d) 70% of all households will retain housing 12 months after TBRA ends.
    - e) The Contractor will contact 100% of STRA households.



✓ **Eligible Participants:**

1. Household must include at least one person who is a U.S. citizen, U.S. national, or noncitizen with eligible immigration status
2. Household may not include any member who is subject to lifetime registration as a sex offender or has been convicted of production/manufacture of methamphetamine on premises of federally assisted housing
3. No one in the household may owe Home Forward money
4. Annual gross income cannot exceed 50% of area median income
5. For HAP-AFP, client must be eligible for Worksource's AFP program. For HAP-AFP only, please confirm they are Worksource-eligible before submitting a HAP-AFP application to us.

(Effective Dec. 2012 – approx. November 2013)			
Family Size	50% Median	Family Size	50% Median
1	\$24,300	5	\$37,500
2	\$27,800	6	\$40,300
3	\$31,250	7	\$43,050
4	\$34,700	8	\$45,850

✓ **Eligible Expenses:** HAP-AFP or HF-STRA can be used to provide:

1. Rent assistance (up to 24 months).
2. Mobile home space rent (Rent reasonableness maximum amount is \$405 if the space rent bill includes water, sewer and garbage. Rent reasonableness maximum is \$362 without water, sewer and garbage.)
3. Rent arrears with current landlord (no more than 6 months)
4. Application and move-in fees
5. Security and utility deposits
6. Late fees as long as this payment “enables the program participant to remain housed or become re-housed” (i.e. the landlord requires the late fee to be paid in order to house the client).
7. Utility assistance and utility arrears
  - Only after documented attempts to access other resources
  - Only if providing the utility assistance would remove the final barrier of a household to obtain housing or remain housed:  
You'll need: 1) written documentation that the bill must be paid in order for the family to remain housed (Some examples: lease stating the client is responsible for this type of utility, landlord's note showing intent to evict for non-payment of this utility, etc...)  
And you'll need: 2) proof the utility will be shut off. In general, a utility shut off notice or a disconnection notice would be sufficient, but a past due notice would not.

Feel free to contact us with specific situations.

- Utility allowances are not permitted; payments for utility assistance must be tied to a specific payment for which there is a documented bill

- Assistance with a utility debt at a former unit would only be allowed if paying the debt was a prerequisite for obtaining housing.
  - As of 8/14/12, utility arrears are for a maximum of up to 6 months.
  - As of August/September 2012, if a lease requires client to pay a fixed amount to the landlord each month for a utility fee rather than the client paying a utility company, we will count that fixed monthly utility fee as part of the rent. Because we count this as rent and not utilities, you don't have to document attempts to access other resources to pay for this, and you don't have to show that this would remove the final barrier to the family obtaining housing or remaining housed.
8. Motel vouchers for up to 30 days if housing is identified but not immediately available for move-in. Agencies must use Home Forward's list of approved hotels (HAP-AFP and HF-STRA Attachment 15).
9. As of August/September 2012, agencies may use Home Forward-STRA and HAP-AFP funds for motel vouchers for up to 30 days if the agency certifies they are engaged in a housing plan with the household with the end goal of permanent housing placement – even if no unit has been identified yet. This will allow agencies to move families quickly into the safety of a motel unit for up to 30 days while they work on the housing plan. Our intent is to ensure that our resources aren't being used to replace "shelters"; we want funds used towards permanent housing placements. Please use Attachment 17 if you have this type of situation. Agencies must use Home Forward's list of approved hotels (HAP-AFP and HF-STRA Attachment 15).
10. Debt to a past landlord
- The debt cannot be with Home Forward
  - Payment of the debt must be the final barrier for the household to obtain new housing
  - Previous debt to past landlords paid on behalf of eviction prevention participants is generally not allowed
  - A lease is not required, but you must have some documentation that connects the debt to the assisted household
  - Agency can pay a third party creditor/collections agency if 1) there is clear documentation that the debt being paid is housing or utility related and not owed to Home Forward and 2) the presence of the debt is preventing the household from obtaining/keeping housing.

11. Agency program expenses in accordance with general STRA policies

HAP-AFP and HF-STRA funds cannot be used to provide **rent assistance** to any household residing in Public Housing or using a Section 8 voucher. If the household lives in a unit or receives a subsidy where the household's rent payment is calculated as a percentage of their income, HAP-AFP or HF-STRA cannot be used. You must check the lease/rental agreement to be sure the household is not paying a percentage of their income toward rent. You can, however, use HAP AFP or HF-STRA funds to pay a security deposit where rent is calculated as a percentage of income. HAP-AFP or HF-STRA funds can be used in tax credit housing.

- ✓ **Eligible Units:** If any unit (eviction prevention or new placement) was built before 1978 and there is a child under 6 and/or a pregnant female in the household, the unit must pass a lead-based paint visual assessment. An annual lead-based paint visual assessment is also required. Lead-based paint visual assessments may be conducted by either Home Forward or STRA agency staff as outlined in Attachment 8

If your agency places a household into a new unit, the unit must: 1) meet the rent reasonable test, 2) must be inspected to ensure it meets minimum habitability standards, and 3) must not have any open code violations. An annual habitability inspection is also required. Habitability inspections may be conducted by either Home Forward or STRA agency staff as outlined in Attachment 8.

- ✓ **Billing:** Agencies should arrange to pay the landlord, hotel, or utility company. Payments may not be written directly to the participant/household. Monthly, agency should bill Home Forward using a Reimbursement Request form provided by Home Forward. Bills should be submitted by the 5<sup>th</sup> of the month.
- ✓ **Monitoring:** All agencies will be monitored at least annually.

1. **Select clients for HAP-AFP and HF-STRA according to agency's written selection policy.** Selection policy should be first-come-first-served for all eligible clients unless agency has specified prioritization, which should be clearly spelled out and strictly adhered to. Agency must also have a consistent policy for determining type, level, and duration of assistance. Home Forward will review these policies during your audit and compare the policies against records for clients to ensure agency's policies are being followed consistently.
  
2. **Determine if the client/household is eligible.**
  - a. Confirm income eligibility. Household income must be at or below 50% area median income and must be verified as follows:
    - Obtain written 3<sup>rd</sup> party documentation if possible.
    - Verbal 3<sup>rd</sup> party confirmation is acceptable if written documentation is not available.
    - Self-certification of zero income is acceptable if no one else can verify.
    - If verbal 3<sup>rd</sup> party or self declaration is used to verify income, case manager must sign and date the documentation.
    - 30 days of consecutive income documentation must be obtained for each adult in the household. Documentation should be dated prior to assistance within 60 days.
  - b. Confirm criminal history with household. No household member may be subject to lifetime registration as a sex offender or have been convicted of production/manufacture of methamphetamine on premises of federally assisted housing. Client certification is all that is required from agency. Home Forward will verify and confirm eligibility.
  - c. Confirm citizenship/immigration status. At least one member of the household must be a U.S. citizen, U.S. national, or noncitizen with eligible immigration status.
  - d. Check with participant and verbally confirm no household member owes Home Forward money. Home Forward will verify and confirm eligibility.
  - e. **For HAP-AFP only: Confirm client is eligible for Worksource's AFP program.**
  
3. **Submit the following paperwork to Home Forward to confirm client's eligibility.** Documents can be faxed, emailed, mailed or dropped off.  
 Contact information:  
 1605 NE 45<sup>th</sup> Ave., Portland, OR 97213  
 Fax number is (503) 280-3766  
 Email address is [RentAsst@homeforward.org](mailto:RentAsst@homeforward.org). Emails should include in the subject line "Attention: HAP-AFP or HF-STRA"  
 Faxed, mailed, and dropped-off packets should be addressed "Attention: HAP-AFP or HF-STRA"

**Please keep the originals in agency files. Send Home Forward copies only!!**

Documentation	Instructions
<b>HAP-AFP / HF-STRA Application Form with Eligibility Certification- Attachment 2</b>	<p>This form should be completed and then signed by all adults aged 18+ and case manager.</p> <p>Clients must certify that they are not registered sex offenders and have never been convicted of manufacturing methamphetamine on premises of federally-assisted housing. If clients believe they may have a manufacturing conviction on federally-assisted housing, Home Forward will run a background check to confirm eligibility.</p>



	<p>Case manager must certify that:</p> <ul style="list-style-type: none"> <li>• they have documentation of income eligibility</li> <li>• client is not in subsidized housing or receiving a duplicate subsidy</li> </ul>
<b>Verification of Legal Identity &amp; Date of Birth</b>	<ul style="list-style-type: none"> <li>• Adults who are U.S. Citizens or who have legal immigration status must provide naturalization papers or a current, valid form of one of the following: driver's license, DMV identification card, state-issued photo ID, U.S. passport. If an adult doesn't have any of these documents, but they have other legal IDs with the client's name, date of birth, and photo, we will review them to determine whether or not we may accept them. As of August/September 2012, if an adult's legal photo IDs have expired, we will accept them if it is obvious to the employee at your agency that this is the same person (the photo looks like your client and everything matches). In these cases of expired IDs, we will <u>not</u> require a current ID within 90 days.</li> </ul> <p>Legal ID for adults (U.S. citizens or legal immigrants) must be presented at time of application. We must establish proof of identity before admission to HAP-AFP. An Attachment 11 <u>cannot</u> be submitted to gain 90 additional days to provide proof of legal identity.</p> <ul style="list-style-type: none"> <li>• If an adult does not have legal immigration status in the U.S., he/she is <u>not</u> required to provide ID. However, at least one person in his household must have legal immigration status or citizenship in the U.S. and have the documentation to prove it.</li> </ul> <p><b>If there are no adults with legal immigration status, then at least one child in the household must be a U.S. citizen, U.S. national, or noncitizen with eligible immigration status to qualify for HAP-AFP or HF-STRA. The following documents can be used to prove legal identity and date of birth for the child: birth certificate, adoption papers, or court-awarded custody agreement.</b></p>
<b>Social Security Card</b>	<p>Home Forward requires documentation of a SSN for every member of the household who has a SSN. We will accept the following documentation as acceptable evidence of the social security number:</p> <ul style="list-style-type: none"> <li>• Social Security card issued by the Social Security Administration.</li> <li>• A letter from a Social Security office which contains the name and SSN of the individual. (We usually see these stamped and dated by the local Social Security office. We now accept these letters alone, without need for SS card later.)</li> <li>• Another original document issued by a federal, state or local government agency, which contains the name and SSN of the individual, along with other identifying information of the individual</li> <li>• Other evidence of the SSN as HUD may prescribe.</li> <li>•</li> </ul>
<p><b>Certification of Citizenship Status- Attachments 3a and 3b</b></p> <p><b>Case Manager Certification of Citizenship Status- Attachment 11</b></p>	<p>Read attachment 3a for information related to documenting citizenship status. Attachment 3b should be signed by all household members aged 18+ and by a guardian for minors.</p> <p>As of August/September 2012, as long as 1 person in the household is either: 1) a U.S. citizen or 2) provides us the required immigration documentation to show that he/she is an eligible non-citizen (see Att. 12), <u>then the other family members do not have to provide their immigration documents.</u> Of course, the family still</p>

<p><b>Summary of Documentation Requirements for Non-Citizens- Attachment 12</b></p>	<p>has to complete Attachment 3b, Certification of Citizenship Status, for every member of the household. We will use the U.S. Citizenship and Nationalization Service's on-line database to verify that the person with immigration documents is an eligible non-citizen.</p> <p>If a household member is a non-citizen with eligible status but cannot provide appropriate documentation as outlined in attachment 12, case manager may certify to Home Forward, in writing (using attachment 11), that the client is a noncitizen with eligible immigration status and that documentation will be provided within 90 days. If documentation is not provided within 90 days, household must be terminated from the program immediately. This option should be utilized if, and only if, case manager is confident that all documentation will be obtained within 90 days. If case manager certifies citizenship status for a household member and that member is determined to not be a U.S. citizen, U.S. national, or noncitizen with eligible immigration status, the agency may be asked to repay the funds spent on this household.</p> <p>Please refer to attachment 12 for a summary of documentation requirements for I-94, I-551, I-688, and I-668B forms. When submitting I-94, I-551, I-688 and I-668B forms, be sure to submit a copy of the front and back of the document together on one page for each participant.</p>
<p><b>Home Forward Release of Information-Attachment 4a</b></p>	<p>This release should be signed by all household members aged 18+ with contractor's name included on the "Other" line</p>
<p><b>HUD Release of Information-Attachment 4b</b></p>	<p>This release should be signed by all household members aged 18+</p>
<p><b>Request for Inspection Form -Attachment 8b (only if Home Forward will be conducting inspection of assisted unit.)</b></p>	<p>Completed by the case manager and turned in with packet – if the packet is complete and approved, Home Forward will begin inspection process.</p>
<p><b>Unit Certification Form, Attachment 9</b></p>	<p>Completed by the case manager, signed, dated.</p> <ul style="list-style-type: none"> <li>• <b><u>IF</u></b> 1)client is moving to a unit and your agency will conduct the habitability inspection OR 2)you are assisting a client in a unit they already live in (no move), <b>submit this to us <u>WITH</u> the client eligibility packet.</b></li> </ul> <p>That's how we'll know that you've <b><u>already completed</u></b> all the required inspections, assessments, rent reasonableness, and code violation checks.</p> <ul style="list-style-type: none"> <li>• <b><u>If</u></b> Home Forward conducts the habitability inspection, don't send Att. 9 with the packet. <b><u>Please wait and send us Attachment 9 (Unit Certification Form) AFTER Home Forward tells you the unit passed the inspection – just like we've always done.)</u></b></li> </ul>

**More information for you on habitability inspection and visual lead based paint assessment:** (Instructions on how to conduct these inspections are in attachments 8 – 8d.)

If household is being assisted in current unit (most eviction prevention):

- b. If there is a child under 6 and/or a pregnant female in the household AND the unit was built before 1978, then the unit must pass a visual lead-based paint assessment.
- c. Units subject to a visual lead-based paint assessment must be assessed annually.

For placement into new units:

- a. If you are placing a household into a new unit, the unit must pass a habitability inspection.
- b. Units subject to a habitability inspection must be inspected annually.
- c. If you are placing a household into a new unit and there is a child under 6 and/or a pregnant female in the household AND the unit was built before 1978, must also pass a visual lead-based paint assessment.
- d. Units subject to visual lead-based paint assessment requirements must be assessed annually.
- e. New units must be determined rent reasonable if you are providing rent or rental arrears assistance. Rent reasonable means that the rent is consistent with other rents in that neighborhood for similar “quality” units. If the unit is not rent reasonable, the household cannot receive HAP-AFP or HF-STRA assistance in the unit unless the landlord agrees to lower the rent to the reasonable rate. Home Forward can assist case managers in negotiating with landlords as needed.
- f. If you are placing a household into a new unit, someone must determine that the unit has no open code violations. If Home Forward conducts the habitability inspection, Home Forward will check for code violations. If your agency conducts the habitability inspection, your agency must check for code violations using the directions found on Attachment 8d.

**Choice of Who Will Inspect:** Agencies may conduct required habitability inspections and lead-based paint visual assessments, or agencies may elect to have Home Forward conduct them; all Home Forward inspections include a lead-based paint visual assessment. If an Agency elects to have Home Forward conduct the inspection, the Agency will have to pay for the cost of these inspections; this expense may be paid for with the agency’s HAP-AFP or HF-STRA allocation. The current cost of Home Forward inspections is \$109 for each initial, \$87 for annual inspections and \$66 for each follow-up re-inspection required. These charges are included on your agency reimbursement request and the costs deducted from your total payment. The goal is to schedule an inspection to take place within five days, but it can take longer. If the household already lives in the unit, note on the request for inspection whether Home Forward should schedule the inspection directly with the client or with the case manager. If the household does not live in the unit, Home Forward will contact the landlord to schedule the inspection.

**More Information for you on Unit Certification Form, Attachment 9:** If client is moving to a unit and your agency will conduct the inspection of the unit OR if you are assisting a client in a unit they already live in (no move), please submit the Unit Certification Form (Attachment 9) to Home Forward AT THE SAME TIME as the client eligibility packet. In this case, all required inspections, lead paint assessments, rent reasonableness, and code violations (whichever ones are required for the particular unit) must be completed **BEFORE** you submit the client eligibility packet to Home Forward.

If Home Forward does the habitability inspection, submit the Unit Certification Form (Attachment 9) AFTER Home Forward notifies you the inspection passed (just like the process we’ve always followed).

By signing the Unit Certification Form (Attachment 9), the case manager certifies that the unit is eligible and that he or she has all required HAP-AFP or HF-STRA documentation in the participant file. Agency cannot begin assistance until this form has been submitted to and approved by Home Forward. **Home Forward will send approval through email. Please print the email and place it in the participant file.**

4. Home Forward will review all documents and contact the case manager to confirm eligibility for household.
5. Determine subsidy in accordance with agency guidelines.
6. Ensure all of the following required documents are in the file prior to issuing any type of payment.

Documentation	Instructions and forms
All documentation submitted to Home Forward in Step 3 + Unit Certification Form in Step 6.	
Verification of Income	<p>Obtain 3<sup>rd</sup> party documentation. Verbal 3<sup>rd</sup> party confirmation is acceptable if written documentation is not available. Self-certification of zero income is acceptable if no one else can verify. If verbal 3<sup>rd</sup> party or self declaration is used to verify income, case manager must sign and date the documentation.</p> <p>30 days of consecutive income documentation must be obtained for each adult in the household. Income documentation should be dated within 60 days prior to the beginning of STRA assistance.</p> <p>Use that 30 day period to calculate the next 1 year of income. (Do not use their "year to date" earnings on their pay stub.)</p> <p><b>You must obtain income verification for the client at least once per year.</b></p>
Lead-based paint statement of disclosure	Attachment 6 or any other appropriate disclosure documentation. (Not required if ONLY paying utilities.)
Lead- based paint statement of receipt	Give client copy of lead-based paint brochure and have client sign statement of receipt (attachment 7 or other appropriate receipt documentation). There's a link for the brochure on attachment 7. (Not required if ONLY paying utilities.)
Written Rental Agreement / Lease	Current written and signed rental agreement that covers the period of assistance
Grievance and Confidentiality Statement	Document that all the adult household members have received both the grievance procedure and the client confidentiality statement

<b>Client assistance information</b>	Supporting documents for client assistance amounts and dates of service such as copies of check requests or copies of Home Forward forms or receipts
<b>Documentation of passing visual lead-based paint assessment, if required</b>	Attachment 8c if assessment conducted by agency, Or Attachment 8b and inspection results if assessment conducted by Home Forward.
<b>Documentation of passing habitability inspection, if required</b>	Attachment 8a if inspection conducted by agency, and use Attachment 8d to make sure there are no open code violations on the unit. Or Attachment 8b and Home Forward inspection results. Home Forward will email inspection results generally a day after the inspection and paper results will be faxed within the next week. <i>If the unit passes the Home Forward inspection, agency can proceed with payment as long as all other documentation requirements have been met. Please file the paper results when you receive them.</i>
<b>Documentation unit is rent reasonable, if required</b>	Attachment 5b if inspection conducted by agency, case manager should sign this form. (If unit is not rent reasonable according to the Excel sheets in Attachment 5b, you may complete 3 unit comparable worksheets.) Or Attachment 5b rent reasonable worksheet calculation print-out. Home Forward will complete this and send it to your agency along with the inspection results. Please put it in the participant file. Or <u>If paying mobile home space rent</u> , the rent reasonableness maximum amount is \$405 if the space rent bill includes water, sewer and garbage. Rent reasonableness maximum is \$362 without water, sewer and garbage.
<b>Email approval from Home Forward</b>	After agency submits the Unit Certification Form, Home Forward will email approval for agency to begin assistance payments. Please print this email and place it in the participant file.
<b>FOR UTILITY PAYMENTS</b>	
<b>Proof of utility payment responsibility and documentation of need</b>	Utility assistance must be tied to a specific payment for which there is a documented bill in the household's name. Utility allowances are not permitted.  Documentation that there was an attempt to access energy assistance resources first  Documentation that utility assistance is necessary in order to keep participants in housing or to help them obtain new housing.  Utility arrears are for a maximum of up to 6 months.

FOR MOTEL VOUCHERS	
<b>Motel nights procured</b>	Bills from motel
<b>Identification of subsequent unit</b>	Unit Identification for motel vouchers, Attachment 10
<b>When an agency is engaged in a housing plan with the client with the end goal of a permanent housing placement – even if no unit has been identified yet</b>	HAP-AFP and HF-STRA Form for Motel Vouchers While Creating a Housing Plan, Attachment 17

7. **Proceed with monthly payments.** Agencies should arrange to pay the landlord, hotel, or utility company directly. Payments may not be written to the participant/household. Monthly, agency should bill Home Forward using a Reimbursement Request form provided by Home Forward. Bills should be submitted by the 5<sup>th</sup> of the month.
8. **Keep copies of all HAP-AFP and HF-STRA-related correspondence with landlord.** Home Forward will monitor during file audits.
9. **Track household income and composition changes and make adjustments to rental subsidy in accordance with agency's program guidelines.**
10. **Complete required documentation as noted for any of the changes below. Home Forward will not reimburse agency's HAP-AFP or HF-STRA expenses unless changes in household income/composition are documented and approved by Home Forward as described below.**

Status Change	Home Forward Documentation Submission Required	Client File Documentation Required	Action
Landlord notifies client/ agency of an increase in rent		Rent Reasonableness determination required.	Use Home Forward's rent reasonable tool to determine if rent is reasonable. If rent is not reasonable, landlord must lower rent to reasonable rate or provide information on comparable units that proves rent is reasonable. If rent is not found to be reasonable, the subsidy must cease. You may not provide ANY assistance for a unit if the rent exceeds the reasonable rate.

Client's income increases		<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> party verification of income required based on agency's policy regarding subsidy calculations and recertification, not required by Home Forward.</li> <li>• Recommend: Letter to landlord stating change in tenant portion of rent if appropriate.</li> </ul>	Calculate change in subsidy (if any) only as required by agency guidelines.
Client's income decreases		<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> party Verification of Income required based on agency's policy regarding subsidy calculations and interim income reviews</li> <li>• Recommend: Letter to landlord stating change in tenant portion of rent if appropriate.</li> </ul>	Calculate change in subsidy (if any) only as required by agency guidelines.
Client wants to move	Placement of household in a new unit requires Request for Inspection (Attachment 8b) if Home Forward will be conducting inspection, and a Unit Certification Form (Attachment 9) for all moves.	<p>Lead Based Paint Disclosure Form (attachment 6)</p> <ul style="list-style-type: none"> <li>• Lease/Rental Agreement</li> <li>• Inspection documentation</li> <li>• Code violations check if agency completes habitability inspection (use attachment 8d).</li> <li>• Lead-based paint visual assessment documentation as required.</li> <li>• Rent reasonable documentation</li> <li>• Recommend: Letter to landlord providing 30-days notice</li> </ul>	<p>Required inspections and lead-based paint visual assessments must occur for the new unit prior to <u>any</u> payment.</p> <p>Tenant should provide notice in accordance with LL-Tenant law.</p>
<p>Change in number of household members</p> <p><b>(addition of new members requires Home Forward's approval PRIOR to move-in)</b></p>	<p>For new adults (18+):</p> <ul style="list-style-type: none"> <li>• Updated Application form (attachment 2)</li> <li>• Home Forward and HUD Release of Information (attachments 4a and 4b)</li> <li>• Verification of Legal Identity &amp; Date of Birth</li> <li>• Social Security Card</li> <li>• Updated Citizenship Form (attachment 3b)</li> </ul> <p>For new children:</p>	<p>For new adults (18+):</p> <ul style="list-style-type: none"> <li>• 3rd party income verification</li> <li>• Lead-based paint statement of receipt (attachment 7)</li> <li>• Lease amendment if required by landlord</li> </ul>	<p>Home Forward must approve eligibility of new household members prior to <u>any</u> payment.</p> <p>Landlord approval may be required to add people to the lease</p>

	<ul style="list-style-type: none"> <li>• Updated Application form (attachment 2)</li> <li>• Updated Citizenship Form (attachment 3b)</li> <li>• If the child added to the household is over 6, family must provide a Social Security card or other acceptable document (see page 4 of these Guidelines) within 90 days of being added to household. (Additional 90 day extension may be granted for circumstances beyond family's control. (see pg. 7-13 of S/8 Admin Plan)</li> <li>• If child is under 6, family must provide Social Security card or other acceptable documentation (see page 4 of these Guidelines) if child receives an SSN while still in your STRA program.</li> </ul>		
Change in status of a current household member (reaches 18, etc.)	<p>For "new" adults:</p> <ul style="list-style-type: none"> <li>• Home Forward Release of Information (attachment 4a)</li> <li>• HUD Release of Information (attachment 4b)</li> <li>• Updated Citizenship Form (attachment 3b)</li> </ul>		

**11. Annual inspections.** For units where habitability or lead-based paint visual assessments are required, the inspections and assessments are required annually. For units initially inspected by Home Forward, Home Forward will track when the inspection is due, conduct the annual inspection and charge the agency accordingly. For units initially inspected by the agency, the agency is responsible for tracking and ensuring required annual inspections and assessments are completed.

**12. Annual income verifications.** You must obtain income verification for your client at least once per year. (Remember, 3<sup>rd</sup>-party income verification is preferred. Verbal 3<sup>rd</sup> party confirmation is acceptable if written documentation is not available. Self-certification of zero income is acceptable if no one else can verify. If verbal 3<sup>rd</sup> party or self-declaration is used to verify income, case manager must sign and date the documentation.)

**13. Terminate participant assistance in accordance with agency guidelines.**



**List of Attachments:**

Attachment 1, Enrollment Guidelines  
Attachment 2, Application Form  
Attachment 3a, Important Notice to All Applicants-Citizenship  
Attachment 3b, Certification of Citizenship Status  
Attachment 4a, Release of Information  
Attachment 4b, HUD Form 9886 Release of Information  
Attachment 5, Rent Reasonable Requirements  
Attachment 5a, Instructions for Rent Reasonable Worksheet  
Attachment 5b, Rent Reasonable Worksheets  
Attachment 6, Lead-Based Paint Disclosure  
Attachment 7, Lead-Based Paint Statement of Receipt  
Attachment 8, Overview of Home Forward-STRA Habitability Inspection-Visual Assessment-  
Attachment 8a, Habitability Standards Check List  
Attachment 8b, Request for Inspection  
Attachment 8c, Visual Assessment Check List  
Attachment 8d, Habitability Inspection Instructions  
Attachment 8e, Portland Maps  
Attachment 9, Unit Certification Form  
Attachment 10, Unit Identification Form for Motel Vouchers  
Attachment 11, Case Manager Certification of Citizenship Status  
Attachment 12, Summary of Documentation Requirements for Non-Citizens  
Attachment 13, Unit Comparable Worksheet  
Attachment 14, Public Housing Properties List  
Attachment 15, Approved Hotels  
Attachment 16, Application Checklist  
Attachment 17, Motel Vouchers while Engaged in a Housing Plan



**FUNDING APPLICATION CHECK LIST**

**HF-STRA, HAP-AFP or MIF Alder School**

☐

**Completed and signed application**

Please make sure the application is signed by all adult household members and case manager

Please fill out all names, SSN's and DOB's

Please Complete Drug Conviction & Sex Offender status

☐

**Legible copies of ID's** (for all adults who are legal U.S. residents) (If no adult is legal U.S. resident, must provide a child's U.S. birth certificate, adoption papers or court custody agreement in U.S.)

☐

**Proof of Social Security numbers or Attachment 11**

☐

**Certification of Citizenship Status**

☐

**Immigration documents if "Non-citizen with eligible status"**

☐

**Completed and Signed HUD & Agency Release of Information forms on file**

☐

**Unit Certification Form**

All Fields/Dates Completed

Bottom check boxes indicating you have items on file (lease, Att. 6 and Att. 7)

**Please note:** We do not require copies of birth certificates (except for noted above), leases, or extra forms pertaining to the Unit Certification Form.



## APPLICATION FORM: HAP-AFP and HF-STRA

**Mark one:** \_\_\_\_\_ HAP-AFP    **or**    \_\_\_\_\_ HF-STRA

If HAP-AFP, is household Worksource-eligible?    ☐ Yes    No ☐

Date: \_\_\_\_\_ Referring Agency: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Annual Household Income: \_\_\_\_\_

**Type of Assistance (rent, security deposit, etc...)** \_\_\_\_\_

Agency Staff Contact: \_\_\_\_\_

Staff Contact Phone Number: \_\_\_\_\_ Staff Contact email: \_\_\_\_\_

**List all persons in the assisted household including head of household:**

Last Name	First	M.I.	Social Security #	Date of Birth	Home Forward USE

### Enclosed with this form:

- ☐ Copy of verification of legal identity and date of birth for all adults
- ☐ Certification of Citizenship Status (HAP-AFP/HF-STRA Attachment 3b)
- ☐ Copy of Social Security Card or other appropriate documentation for every citizen and non-citizen with eligible status in the household
- ☐ Staff certification that required documentation will be collected within 90-days (HAP-AFP/HF-STRA Attachment 11). *Use only if household is unable to provide documentation of citizenship status and agency staff is confident required documentation will be collected within 90-days.*
- ☐ HAP and HUD Releases of Information- signed by all adults in household (HAP-AFP/HF-STRA Attachments 4a and 4b).

### Inspections

- ☐ Request for Inspection (HAP-AFP/HF-STRA Attachment 8b) is attached. *Check only if habitability inspection or lead-based paint visual assessment is required AND Home Forward will be conducting inspection.*

## APPLICANT CERTIFICATION

I/We certify that I/we (check one) ☐ have ☐ have not been convicted of production/manufacture of methamphetamines in federally-assisted housing.

I/We certify that I/we (check one) ☐ are ☐ are not subject to lifetime registration as a sex offender

I/We certify and attest that all of the information reported on this form is true and complete. I/We understand that Home Forward is required to verify the information reported. I/We understand that any misrepresentation or failure to disclose information may be grounds for termination of assistance and may be punishable under Federal law.

WARNING: Title 18, Section 1001 of the United States Code, states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department or agency of the United States.

\_\_\_\_\_/\_\_\_\_\_  
Head of Household Signature                      Date

\_\_\_\_\_/\_\_\_\_\_  
Spouse / Other Adult      Signature                      Date

\_\_\_\_\_/\_\_\_\_\_  
Other Adult                      Date  
Signature

\_\_\_\_\_/\_\_\_\_\_  
Other Adult                      Date  
Signature

## AGENCY CERTIFICATION

I certify that to the best of my knowledge 1) all of the information reported on this form is accurate; 2) I have documentation to support the reported annual income, and 3) that household is not residing in subsidized housing or receiving a duplicate subsidy

\_\_\_\_\_/\_\_\_\_\_  
Agency Signature                      Date

### **Home Forward USE ONLY**

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

#### **Eligibility of all household members confirmed with respect to:**

- ☐ RSO website    ☐ RSO list, police    ☐ Production    ☐ Owe Home Forward    ☐ Social Security docs.  
☐ Legal IDs for all adults (except those who don't wish to certify imm. status)  
☐ **If no adults wish to certify imm. status, must provide U.S. birth cert., adoption papers or imm. docs for 1 child.**  
☐ For "non-citizen with eligible status" (if no adults are U.S. citizens), run imm. doc through SAVE. Print SAVE.

#### **Application Complete with respect to:**

- ☐ Required ROIs            ☐ Applicant Certification- all adults    ☐ Agency Certification

**IMPORTANT NOTICE TO ALL APPLICANTS**

Program rules for HAP-AFP and HF-STRA assistance require that **each** person in your household declare citizenship status. Adults (18 years of age and older) must **personally** certify; if there are children in the household (under 18 years of age), an adult responsible for the child(ren) must certify for each child.

There are three different declarations of citizenship status:

- 1) **Citizen of the United States,**
- 2) **Non-citizen with eligible status or,**
- 3) **Person who chooses not to certify citizenship status**

Declaration forms are supplied with this packet. If you are required to provide proof of age or eligible status as a non-citizen, please follow the instructions below for submitting original documents to the agency where you are applying for assistance.

- 
- 1) **U.S. Citizen:** Complete, sign, and date the declaration showing U.S. citizenship.
- 

- 2) **Non-citizen with eligible status:**

Adult age 62 or older:                      Complete, date, and sign the declaration showing non-citizen with eligible status and submit it to the agency with proof of age (e.g. birth certificate, driver's license, etc.)

Family member under 62 years of age: Complete, date, and sign the declaration showing non-citizen with eligible status and submit it to the agency **with proof** of this status. Documentation showing proof may include:

- Form I-551        –        Alien Receipt Card (for permanent resident aliens)
- Form I-94        –        Arrival-Departure Record, **with** an annotation
- Form I-94        –        Arrival-Departure Record, **without** an annotation but with an attachment
- Form I-688        –        Temporary Resident Card, which must be annotated:  
   "Section 245A" or "Section 210"
- Form I-688 B    –        Employment Authorization Card, which must be annotated:  
   "Provision of Law 274a.12(11)" or "Provision of Law 274a.12;" or

A receipt issued by United States Citizenship and Immigration Services (USCIS) indicating that an application for issuance of a replacement document in one of the above-listed categories has been made and the applicant's entitlement to the document has been made and the applicant's entitlement to the document has been verified.

**To prove citizenship status, please bring original documents to your case manager at the agency where you are applying for assistance.**

---

- 3) **Person who chooses not to certify citizenship status:** Complete, date, and sign the declaration showing this status on your appointment date.
-



**Home Forward requires information about citizenship and immigration status of each person in your household.** This information will be released by Home Forward to: 1)Housing and Urban Development (HUD), as required; and 2)Immigration and Naturalization Service (INS) for purposes of verification. HUD may release evidence of eligible status only to INS for purposes of establishing eligibility for financial assistance.

Under penalty of perjury, I declare that:

Name: \_\_\_\_\_

☐ Citizen   ☐ Do not wish to certify status  
☐ Non-citizen with eligible status

**If all adults marked “non-citizen”, provide an immigration doc from Attachment 12. We must check SAVE.**

I/we do hereby swear and attest that all of the information reported on this form about my family and me is true and correct. I/we understand that Home Forward is required to verify the information that I/we have reported. I/we understand that any misrepresentation of information or failure to disclose information requested may be grounds for termination of assistance and is punishable under Federal law.

X _____	X _____
Signature of Head of Household                      Date	Signature of Spouse or Co-Head                      Date
X _____	X _____
Signature of Other Adult                      Date	Signature of Other Adult                      Date



## Case Manager HAP-AFP or HF-STRA Certification of Citizenship Status

If a household member is a non-citizen with eligible status but cannot provide appropriate documentation of citizenship/immigration status as outlined in attachment 12, case manager may certify to Home Forward, that the client is a noncitizen with eligible immigration status and that documentation will be provided within 90 days.

If documentation of citizenship/immigration status is not provided within 90 days, household must be terminated from the program immediately. This option should be utilized if, and only if, case manager is confident that documentation of citizenship/immigration status will be obtained within 90 days.

If the case manager certifies citizenship/immigration status for a household member and that member is determined to not be a U.S. citizen, U.S. national, or noncitizen with eligible immigration status, the agency may be asked to repay the funds spent on this household.

### AGENCY CERTIFICATION

I certify that the following household member(s):

---

---

---

---

are U.S. citizens, U.S. nationals or noncitizens with eligible immigration status. These household members are not able to obtain documentation of citizenship/immigration status at this time but all required documentation of citizenship/immigration status will be submitted to Home Forward within 90 days.

---

Case Manager Signature

---

Date

**EXHIBIT 7-2: SUMMARY OF DOCUMENTATION REQUIREMENTS  
FOR NONCITIZENS [HCV GB, pp. 5-9 and 5-10]**

- All noncitizens claiming eligible status must sign a declaration of eligible immigrant status on a form acceptable to the PHA.
- Except for persons 62 or older, all noncitizens must sign a verification consent form.
- Additional documents are required based upon the person's status.

**Elderly Noncitizens**

- A person 62 years of age or older who claims eligible immigration status also must provide proof of age such as birth certificate, passport, or documents showing receipt of SS old-age benefits.

**All other Noncitizens**

- Noncitizens that claim eligible immigration status also must present the applicable USCIS document. Acceptable USCIS documents are listed below.

- Form I-551 Alien Registration Receipt Card (for permanent resident aliens)
- Form I-94 Arrival-Departure Record annotated with one of the following:
  - "Admitted as a Refugee Pursuant to Section 207"
  - "Section 208" or "Asylum"
  - "Section 243(h)" or "Deportation stayed by Attorney General"
  - "Paroled Pursuant to Section ~~221~~ (d)(5) of the USCIS" <sub>212</sub>

- Form I-94 Arrival-Departure Record with no annotation accompanied by:
  - A final court decision granting asylum (but only if no appeal is taken);
  - A letter from a USCIS asylum officer granting asylum (if application is filed on or after 10/1/90) or from a USCIS district director granting asylum (application filed before 10/1/90);
  - A court decision granting withholding of deportation; or
  - A letter from an asylum officer granting withholding or deportation (if application filed on or after 10/1/90).

- Form I-688 Temporary Resident Card annotated "Section 245A" or Section 210".

Form I-688B Employment Authorization Card annotated "Provision of Law 274a. 12(11)" or "Provision of Law 274a.12".

- A receipt issued by the USCIS indicating that an application for issuance of a replacement document in one of the above listed categories has been made and the applicant's entitlement to the document has been verified; or
- Other acceptable evidence. If other documents are determined by the USCIS to constitute acceptable evidence of eligible immigration status, they will be announced by notice published in the *Federal Register*



## HAP-AFP and HF-STRA

### Authorization for Release of Information



Participant Name: \_\_\_\_\_

Other Family Members: \_\_\_\_\_

I authorize the following individuals or agencies to share and exchange information about my family and my circumstances. The information received will be used to determine and verify my eligibility for housing assistance and to plan for and coordinate services for me and my family.

- Home Forward
- City of Portland, Housing Bureau
- Department of Housing and Urban Development
- Employers (past and present)
- Landlords
- Utility Companies
- State and County Agencies: Welfare, Senior/Disabled Services, etc.
- Social Service Agencies
- Providers of: alimony, child/attendant care, child support, handicapped assistance, medical care, pensions, or annuities
- Social Security Administration/Dept. of Veteran's Affairs
- **Name of Our Agency:** \_\_\_\_\_

This permission is good for 18 months. I can cancel this authorization at any time, but I understand that the cancellation will not affect any information that was released prior to the cancellation. I understand that information about my case is confidential and protected by State and Federal law. I approve the release of this information. I understand what this agreement means. I am signing on my own and have not been pressured to do so.

**WARNING:** Title 18, Section 1001 of the United States Code, states that a person who knowingly and willingly makes false or fraudulent statements to any department or agency of the United States is guilty of a felony.

\_\_\_\_\_  
Adult Participant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Adult Participant Signature

\_\_\_\_\_  
Date

(all adults must sign)

# Authorization for the Release of Information/ Privacy Act Notice

to the U.S. Department of Housing and Urban Development (HUD)  
and the Housing Agency/Authority (HA)

PHA requesting release of information; **(Cross out space if none)**  
(Full address, name of contact person, and date)



U.S. Department of Housing  
and Urban Development  
Office of Public and Indian Housing



HA requesting release of information: **(Cross out space if none)**  
(Full address, name of contact person, and date)

Persons who apply for or receive assistance under the following programs are required to sign this consent form:

PHA-owned rental public housing  
Turnkey III Homeownership Opportunities  
Mutual Help Homeownership Opportunity  
Section 23 and 19(c) leased housing  
Section 23 Housing Assistance Payments  
HA-owned rental Indian housing  
Section 8 Rental Certificate  
Section 8 Rental Voucher  
Section 8 Moderate Rehabilitation

**Failure to Sign Consent Form:** Your failure to sign the consent form may result in the denial of eligibility or termination of assisted housing benefits, or both. Denial of eligibility or termination of benefits is subject to the HA's grievance procedures and Section 8 informal hearing procedures.

## Sources of Information To Be Obtained

State Wage Information Collection Agencies. (This consent is limited to wages and unemployment compensation I have received during period(s) within the last 5 years when I have received assisted housing benefits.)

U.S. Social Security Administration (HUD only) (This consent is limited to the wage and self employment information and payments of retirement income as referenced at Section 6103(l)(7)(A) of the Internal Revenue Code.)

U.S. Internal Revenue Service (HUD only) (This consent is limited to unearned income [i.e., interest and dividends].)

Information may also be obtained directly from: (a) current and former employers concerning salary and wages and (b) financial institutions concerning unearned income (i.e., interest and dividends). I understand that income information obtained from these sources will be used to verify information that I provide in determining eligibility for assisted housing programs and the level of benefits. Therefore, this consent form only authorizes release directly from employers and financial institutions of information regarding any period(s) within the last 5 years when I have received assisted housing benefits.

**Authority:** Section 904 of the Stewart B. McKinney Homeless Assistance Amendments Act of 1988, as amended by Section 903 of the Housing and Community Development Act of 1992 and Section 3003 of the Omnibus Budget Reconciliation Act of 1993. This law is found at 42 U.S.C. 3544.

This law requires that you sign a consent form authorizing: (1) HUD and the Housing Agency/Authority (HA) to request verification of salary and wages from current or previous employers; (2) HUD and the HA to request wage and unemployment compensation claim information from the state agency responsible for keeping that information; (3) HUD to request certain tax return information from the U.S. Social Security Administration and the U.S. Internal Revenue Service. The law also requires independent verification of income information. Therefore, HUD or the HA may request information from financial institutions to verify your eligibility and level of benefits.

**Purpose:** In signing this consent form, you are authorizing HUD and the above-named HA to request income information from the sources listed on the form. HUD and the HA need this information to verify your household's income, in order to ensure that you are eligible for assisted housing benefits and that these benefits are set at the correct level. HUD and the HA may participate in computer matching programs with these sources in order to verify your eligibility and level of benefits.

**Uses of Information to be Obtained:** HUD is required to protect the income information it obtains in accordance with the Privacy Act of 1974, 5 U.S.C. 552a. HUD may disclose information (other than tax return information) for certain routine uses, such as to other government agencies for law enforcement purposes, to Federal agencies for employment suitability purposes and to HAs for the purpose of determining housing assistance. The HA is also required to protect the income information it obtains in accordance with any applicable State privacy law. HUD and HA employees may be subject to penalties for unauthorized disclosures or improper uses of the income information that is obtained based on the consent form. **Private owners may not request or receive information authorized by this form.**

**Who Must Sign the Consent Form:** Each member of your household who is 18 years of age or older must sign the consent form. Additional signatures must be obtained from new adult members joining the household or whenever members of the household become 18 years of age.

**Consent:** I consent to allow HUD or the HA to request and obtain income information from the sources listed on this form for the purpose of verifying my eligibility and level of benefits under HUD's assisted housing programs. I understand that HAs that receive income information under this consent form cannot use it to deny, reduce or terminate assistance without first independently verifying what the amount was, whether I actually had access to the funds and when the funds were received. In addition, I must be given an opportunity to contest those determinations.

This consent form expires 15 months after signed.

Signatures:

\_\_\_\_\_  
Head of Household

\_\_\_\_\_  
Date

\_\_\_\_\_  
Social Security Number (if any) of Head of Household

\_\_\_\_\_  
Other Family Member over age 18

\_\_\_\_\_  
Date

\_\_\_\_\_  
Spouse

\_\_\_\_\_  
Date

\_\_\_\_\_  
Other Family Member over age 18

\_\_\_\_\_  
Date

\_\_\_\_\_  
Other Family Member over age 18

\_\_\_\_\_  
Date

\_\_\_\_\_  
Other Family Member over age 18

\_\_\_\_\_  
Date

\_\_\_\_\_  
Other Family Member over age 18

\_\_\_\_\_  
Date

\_\_\_\_\_  
Other Family Member over age 18

\_\_\_\_\_  
Date

**Privacy Act Notice.** Authority: The Department of Housing and Urban Development (HUD) is authorized to collect this information by the U.S. Housing Act of 1937 (42 U.S.C. 1437 et. seq.), Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), and by the Fair Housing Act (42 U.S.C. 3601-19). The Housing and Community Development Act of 1987 (42 U.S.C. 3543) requires applicants and participants to submit the Social Security Number of each household member who is six years old or older. Purpose: Your income and other information are being collected by HUD to determine your eligibility, the appropriate bedroom size, and the amount your family will pay toward rent and utilities. Other Uses: HUD uses your family income and other information to assist in managing and monitoring HUD-assisted housing programs, to protect the Government's financial interest, and to verify the accuracy of the information you provide. This information may be released to appropriate Federal, State, and local agencies, when relevant, and to civil, criminal, or regulatory investigators and prosecutors. However, the information will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Penalty: You must provide all of the information requested by the HA, including all Social Security Numbers you, and all other household members age six years and older, have and use. Giving the Social Security Numbers of all household members six years of age and older is mandatory, and not providing the Social Security Numbers will affect your eligibility. Failure to provide any of the requested information may result in a delay or rejection of your eligibility approval.

#### Penalties for Misusing this Consent:

HUD, the HA and any owner (or any employee of HUD, the HA or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form.

Use of the information collected based on the form HUD 9886 is restricted to the purposes cited on the form HUD 9886. Any person who knowingly or willfully requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000.

Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief, as may be appropriate, against the officer or employee of HUD, the HA or the owner responsible for the unauthorized disclosure or improper use.

# Secure Housing Process

## HAP-AFP and HF-STRA Rent Reasonable Requirements

HAP-AFP requires that when an agency places a household in a new unit, the unit must be rent reasonable. The rental assistance paid cannot exceed the actual rental cost, which must be in compliance with HUD's standard of "rent reasonableness." "Rent reasonableness" means that the total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not be in excess of rents being charged by the owner during the same time period for comparable non-luxury unassisted units.

To make this determination, you should consider the unit's

- location,
- quality,
- size,
- type,
- age; and
- any amenities, housing services, maintenance and utilities to be provided by the owner.

If your unit is not rent reasonable based on the worksheet provided, you can use the "comparable rents" method of checking rent reasonableness. The "comparables" worksheet is attachment 13.

Your agency would need to locate three more units:

- in the same neighborhood (within a 4-5 mile radius)
- with similar amenities
- in different complexes
- with different landlords
- with equally high or higher rents

Then complete the unit comparable worksheet. Each landlord must sign the worksheet and the comps must be verifiable.

**Remember: Mobile homes have a different rent reasonableness limit.** As of 6/17/13, the rent reasonableness maximum amount for mobile homes is \$405 if the space rent bill includes water, sewer and garbage. Rent reasonableness maximum for mobile homes is \$362 without water, sewer and garbage. These limits are over 1 year old, so if your client's mobile home costs more, you may want to use the "comparable rents" method listed above.



## HAP-AFP and HF-STRA Rent Reasonable Calculation Instructions

Use the following workbook to calculate the maximum reasonable rent for your unit.

1. Choose the worksheet page that has the correct bedroom size of the unit.

2. Type in:

Year built

Proposed unit address

**Select the correct zip code**

Client name

(To find out the year a unit was built, follow these instructions:

- Go to Portland Maps
- Enter the street address into the search field
- A property summary page will open. Look on the 8<sup>th</sup> line under the map. The year the unit was built is listed there.

3. Mark “yes” or “no” on the rows in column B as applicable to the unit. The total Reasonable Rent will calculate at the bottom of the page. Reasonable Rent is rounded to the nearest dollar. *Please note that there are four sets of two questions where only one of the questions can be marked as “yes”. If you mark both of the answers in the set as “yes”, the worksheet will prompt you to change your answer.*

4. Print the rent reasonable worksheet and place it in the client's file. The agency staff member conducting the habitability inspection must sign the rent reasonable worksheet after confirming the amenities identified on the worksheet reflect the actual amenities for the unit. Home Forward will confirm rent reasonableness for all units inspected by Home Forward staff.

The base values and percentages applied for each amenity are updated at least annually.

**Remember: Mobile homes have a different rent reasonableness limit.** As of 6/17/13, the rent reasonableness maximum amount for mobile homes is \$405 if the space rent bill includes water, sewer and garbage. Rent reasonableness maximum for mobile homes is \$362 without water, sewer and garbage. These limits are over 1 year old, so if your client's mobile home costs more, you may want to use the “comparable rents” method described in Attachment 5.



## **Housing Authority of Portland Reasonable Rent Calculations**

Use this workbook to calculate the maximum reasonable rent for the unit.

Use the workbook page that has the correct bedroom size of the unit.  
Enter the unit Zip Code near the top right of the bedroom page.

Mark the Yes's or No's in Column B as applicable to the unit.

The total Reasonable Rent will calculate at the bottom of the page.  
Reasonable Rent is rounded to the nearest dollar.

The base values and percentages applied for each amenity are updated  
at least annually.

Update Date 4/30/2013



## Unit Comparable Worksheet

Tenant Name: \_\_\_\_\_ Owner /Agent Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### RENTAL UNIT INFORMATION:

Building Name (if any): \_\_\_\_\_ Address: \_\_\_\_\_  
Complete Address, including City, and Zip Code

# of Bedrooms: \_\_\_\_\_ # of Bathrooms: \_\_\_\_\_ Year Built: \_\_\_\_\_ Unit Sq. Ft: \_\_\_\_\_

### Check the description that best applies:

- ☐ Newly constructed or completely renovated.  
☐ Well maintained and/or partially renovated.  
☐ Adequate, but some repairs may be needed soon. Some minor maintenance may be needed. No renovation since construction.

If building is older, what year was the last major rehabilitation completed: \_\_\_\_\_

### Tax Credit Units:

1. Is this unit a Tax Credit (LIHTC) unit? ☐ Yes ☐ No

2. If Yes, are there other identical tax credit units of the same size (with the same number of bedrooms) in the project that are not occupied by Section 8 participant families? ☐ Yes ☐ No

3. If Yes, what is the contract rent of the identical units of the same size? **Please answer this question by completing the information below?**

Unit address and Apartment Number?	# of Bedrooms?	Occupied by a Section 8 Participant family?	Current Rent Amount?



## Unit Comparable Worksheet – Page 2

Tenant Name: \_\_\_\_\_

### RENTAL UNIT INFORMATION – CONTUNUED:

**Unit Type:** ☐ **House** (single family) ☐ **Duplex** (2 units) ☐ **Manufactured Home**  
☐ **High-Rise** (3 or more apt units in a complex of five or more stories)  
☐ **Row house** (side-by-side attached units with 2 or more stories of living space / 3 or more units or individually deeded)  
☐ **Low-Rise** (3 or more units in a complex of 4 or less stories)

**Amenities:** ☐ **Dishwasher** ☐ **Pool / Hot Tub** ☐ **All Utilities Included in Rent**  
☐ **Garbage Disposal** ☐ **Security System** ☐ **Playground**  
☐ **Central Air Conditioning** ☐ **Gated Community** ☐ **Garage / Covered Parking**  
☐ **Clothes Washer** ☐ **Basement** ☐ **Fully Wheelchair Accessible**  
☐ **Clothes Dryer** ☐ **Fireplace** ☐ **Sewer / Water Included in Rent**  
☐ **Washer / Dryer Hookups** ☐ **Private Fenced Yard** ☐ **On-Site Manager / Maint.**

Indicate if landlord or tenant is responsible for paying the following utilities separate from rent						
Utilities	Landlord	Tenant	Electric	Gas	Oil	Bottled Gas
Space Heating						
Cooking						
Water Heating						
Lights / Other Electric			<b>Note:</b> Landlord must provide and pay for garbage service in Portland ORS90.320 (g) and Gresham 7.25.400			
Water						
Sewer						
Garbage Collection						
Refrigerator Provided By						
Range Provided By						

If the property is a project with more than four units, please list three most recently leased comparable unassisted units on the premises:

Address and Unit Number	Rent Amount	Date Rented

**OWNER CERTIFICATION:** The owner certifies that all information on this form is true and complete.

\_\_\_\_\_  
Print Name of Owner / Agent

\_\_\_\_\_  
Signature of Owner / Agent

\_\_\_\_\_  
Date

### **Home Forward's Public Housing Properties**

HAP-AFP and Home Forward STRA payments cannot be made to these properties.

Bel Park	Cora Park
Bud Clark Commons	Demar Downs
Camelia Court	Floresta
Humboldt Gardens	Harold Lee Village
New Columbia	Holgate House
Schrunk Tower	Hunter's Run
Tamarack Apartments	Lexington Court
Winchell Court	Peaceful Villa
Carlton Court	Powellhurst Woods
Celilo Court	Sellwood Center
Dahlke Manor	Townhouse Terrace
Dekum Court	Ruth Haefner Plaza
Eliot Square	Slavin Court
Hollywood East	Eastwood Court
Maple Mallory	Fairview Oaks
Gallagher Plaza	Fir Acres
Medallion Apartments	Stark Manor
Northwest Tower	Tillicum North
Northwest Tower Annex	Tillicum South
Williams Plaza	The Jeffrey
Alderwood	Martha Washington
Chateau Apartments	Rockwood Station
Madrona Place Apartments	

In addition, these funds cannot be used in any unit where the household pays rent based on a percentage of their income. Agency staff should always check the rental agreement to verify.

6/1/2013

## HABITABILITY INSPECTION REQUIREMENTS- AGENCY INSPECTIONS: HAP-AFP AND HF-STRA

If the participant/household is being placed in a new unit, the agency must determine that there are no outstanding violations of the applicable local property maintenance code, and the agency must also conduct a habitability inspection.

### ***Determining if there are outstanding violations of the local property maintenance code***

First determine the jurisdiction in which the property sits. The mailing address is not sufficient to determine the property's jurisdiction. Many Gresham addresses have Portland mailing addresses. To determine the jurisdiction;

- Go to [Portlandmaps.com](http://Portlandmaps.com)
- Enter the property street address into the search field.
- A property summary page will open. The address on the property summary page will include the property jurisdiction. If the property is in Gresham or Portland, you will need to confirm there are no outstanding violations of the applicable property maintenance code. If the property is not in Gresham or Portland, proceed to the habitability inspection.

Property is in Gresham: To determine if the unit has outstanding violations of the Gresham property maintenance code, email Gresham Rental Housing Inspector Darryl Godsby at [Darryl.Godsby@greshamoregon.gov](mailto:Darryl.Godsby@greshamoregon.gov) *(This process is subject to change. You will be notified of any changes.)*

- Email subject line should read "Home Forward inspection information request"
- Email content should include the content, "Are there any outstanding violations of Gresham's property maintenance code at *(unit address including specific unit number)?*"
- If there are outstanding violations, the unit is not eligible for assistance.
- If there are not outstanding violations, print and keep the email response in the participant file. Then proceed with the habitability inspection.

Property is in Portland: To determine if the unit has outstanding violations of the Portland property maintenance code-

- Go to [Portlandmaps.com](http://Portlandmaps.com)
- Enter the street address into the search field.
- A property summary page will open, choose the "Permits/Cases" link near the top of the page.
- The Permits/Cases page will list inspections cases related to enforcement of the property maintenance code.
  - If there is no Permit/Case history, the page will display the following "We're sorry, no permit or case information was found for this property." If there is no permit or case information, print the page and keep it in the participant file. Then proceed with the habitability inspection.
  - If there is a Permit/Case history, in the "Permit/Case Type" column, look for any Housing Cases. If there are no Housing Cases, print the page and keep it in the participant file. Then proceed with the habitability inspection.

- If there is a Housing Case, open the associated link by choosing the Permit/Case number. In the “Request” Section, look at the “Close – HS/AC” line, if the “Activity Status” entry for that line reads “completed,” print the page and keep it in the participant file. Then proceed with the habitability inspection.
- If the “Activity Status” entry for the “Close – HS/AC” line reads “open,” the unit may not be eligible for assistance. You will need to now find out if the code violations at the property are at the specific unit proposed for assistance. Contact the City of Portland Neighborhood Inspections Team intake line at 503-823-7306 to request this information. Please ask for a written statement from the person you spoke with and place this in the file.

### ***Conducting Habitability Inspections***

HAP-AFP and HF-STRA require on-site habitability inspections whenever an assisted household is moving into a new unit. The habitability requirements for HAP-AFP and HF-STRA assistance are less stringent than the Housing Quality Standards (HQS) required for some HUD programs. The habitability requirements for HAP-AFP and HF-STRA are the same as those required by HUD’s Homelessness Prevention and Rapid Re-Housing Program (HPRP). The habitability requirements for HPRP can be found at: [http://hudhre.info/documents/HPRP\\_corrections\\_6\\_08\\_09.pdf](http://hudhre.info/documents/HPRP_corrections_6_08_09.pdf). They are included as Appendix C of the Notice.

Use the habitability checklist provided as Attachment 8a to conduct the on-site habitability inspections. The unit must meet all listed standards to be eligible for assistance.

The agency staff conducting the inspection and the head of household should sign the inspection checklist. A copy of the inspection checklist should be kept in the participant file.

## HABITABILITY STANDARDS AND VISUAL LEAD-BASED PAINT ASSESSMENT OVERVIEW

Depending on the type of assistance provided and/or the age of the assisted unit/household composition, the assisted unit may have to pass a habitability standards inspection and/or visual lead-based paint assessment.

If household is being assisted in current unit (most eviction prevention):

1. If there is a child under 6 and/or a pregnant female in the household AND the unit was built before 1978, then the unit must pass a visual lead based paint assessment.
2. Units subject to visual lead based paint assessment requirements must be assessed annually.

If agency is placing household in new unit (at any point over the course of assistance):

1. All new units must pass a habitability inspection.
2. Units subject to a habitability inspection must be inspected annually.
3. New units where there is a child under 6 and/or a pregnant female in the household AND the unit was built before 1978, must also pass a visual lead based paint assessment.
4. Units subject to visual lead based paint assessment requirements must be assessed annually.
5. New units must be determined rent reasonable if you are providing rent assistance.
6. For a new unit, a code violation check must be done. If Home Forward conducts the habitability inspection, Home Forward checks for code violations. If your agency conducts the habitability inspection, your agency must check for code violations using the directions found on Attachment 8d.

Some units will require neither a habitability inspection nor a visual lead-based paint assessment. Some units will require both a habitability inspection and a visual lead-based paint assessment. Some units will require only a visual lead-based paint assessment. Some units will require only a habitability inspection.

### ***Who may conduct the inspections?***

STRA agency staff may conduct habitability inspections, or agencies may choose to have Home Forward conduct the inspections. Agencies choosing to have Home Forward conduct inspections will have to pay for the cost of these inspections; this expense may be paid for with the agency's HAP-AFP or HF-STRA allocation. (The current cost of Home Forward inspections is \$109 for each initial, \$87 for each annual inspection and \$66 for each follow-up re-inspection required. These costs may be updated periodically.)

- For agencies conducting inspections, a required inspection checklist form is included as Attachment 8a.
- A form for requesting a Home Forward inspection is included in Attachment 8b. This form should be completed and sent to Home Forward in one of the following ways:
  - Emailed to [RentAsst@homeforward.org](mailto:RentAsst@homeforward.org) with "attention HAP-AFP or HF-STRA" in the subject line
  - Faxed to (503) 280-3765 attention "HAP-AFP" or "HF-STRA".
  - Mailed or dropped off at Home Forward, 1605 NE 45<sup>th</sup> Ave., Portland, OR 97213

***Who may conduct visual lead based paint assessments?***

Visual assessments can be conducted by a HUD-Certified Visual Assessor under HAP-AFP and HF-STRA.

A 20-minute online training course on conducting visual assessments can be found on HUD's website at <http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>.

Agencies must keep on file documentation of staff certification to perform the visual lead-based paint assessments for all staff that will be performing the visual assessments.

Agencies must have the Head of Household sign the visual lead based paint assessment form. A copy should be provided to the household, and one should be placed in the participant's file.

If Home Forward is conducting an inspection, the visual lead-based paint assessment will be included as part of the inspection. If the STRA agency is conducting the visual lead-based paint assessment, a visual assessment form is included as Attachment 8c.

If the initial visual assessment identifies deteriorated paint, the deteriorated paint must be repaired and a subsequent visual assessment conducted. If the area of deteriorated paint is larger than the de minimis levels, the owner must also meet the clearance and notice requirements outlined in CFR Title 24 Part 35 Subpart M.



## HABITABILITY STANDARDS

HAP-AFP and HF-STRA require on-site habitability inspections whenever a household is moving into a new unit. Use this checklist to conduct the on-site habitability inspection. The unit must meet all listed standards to be eligible for assistance. The agency staff conducting the inspection and the head of household should sign the inspection checklist. A copy of the inspection checklist should be kept in the participant file.

State and Local requirements: Each recipient of assistance under this part must provide housing or services that are in compliance with all applicable State and local housing codes, licensing requirements, and any other requirements in the jurisdiction in which the project is located regarding the condition of the structure and the operation of the housing or service.

Item	Meets Standard? (circle)		DESCRIPTION
1.	Yes	No	<b>STRUCTURE AND MATERIALS:</b> The structures must be structurally sound so as not to pose any threat to the health and safety of the occupants and so as to protect the residents from the elements.
2.	Yes	No	<b>ACCESS:</b> The housing must be accessible and capable of being utilized without unauthorized use of other private properties. Structures must provide alternate means of egress in case of fire.
3.	Yes	No	<b>SPACE AND SECURITY:</b> Each resident must be afforded adequate space and security for themselves and their belongings. Each resident must be provided an acceptable place to sleep.
4.	Yes	No	<b>INTERIOR AIR QUALITY:</b> Every room or space must be provided with natural or mechanical ventilation. Structures must be free of pollutants in the air at levels that threaten the health of residents.
5.	Yes	No	<b>WATER SUPPLY:</b> The water supply must be free from contamination.
6.	Yes	No	<b>SANITARY FACILITIES:</b> Residents must have access to sufficient sanitary facilities that are in proper operating condition, may be used in privacy, and are adequate for personal cleanliness and the disposal of human waste.
7.	Yes	No	<b>THERMAL ENVIRONMENT:</b> The housing must have adequate heating and/or cooling facilities in proper operating condition.
8.	Yes	No	<b>ILLUMINATION AND ELECTRICITY:</b> The housing must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of residents. Sufficient electrical sources must be provided to permit use of essential electrical appliances while assuring safety from fire.
9.	Yes	No	<b>FOOD PREPARATION AND REFUSE DISPOSAL:</b> All food preparation areas must contain suitable space and equipment to store, prepare, and serve food in sanitary manner.
10.	Yes	No	<b>SANITARY CONDITION:</b> The housing and any equipment must be maintained in sanitary condition.
11.	Yes	No	<b>FIRE SAFETY:</b> <ol style="list-style-type: none"> <li>Each unit must include at least one battery operated or hard-wired smoke detector, in proper working condition, on each occupied level of the unit. Smoke detectors must be located, to the extent practicable, in a hallway adjacent to a bedroom. If the unit is occupied by hearing impaired persons, smoke detectors must have an alarm system designed for hearing impaired persons in each bedroom occupied by a hearing impaired person.</li> <li>The public areas of all housing must be equipped with a sufficient number, but not less than one for each area, of battery operated or hard-wired smoke detectors. Public areas include, but are not limited to, laundry rooms, community rooms, day care centers, hallways, stairwells, and other common areas.</li> </ol>

Unit Address: \_\_\_\_\_

Inspected by\*

Participant Signature

Date

\* by signing I certify that I am not a HUD certified inspector and I have inspected the property located at the address above to the best of my ability. I find that it does or does not meet the above standards as indicated.

**HAP-AFP and HF-STRA Request for Inspection**Home Forward Use Only  
PROPERTY: \_\_\_\_\_

Case Manager: \_\_\_\_\_ Agency: \_\_\_\_\_

**List all members of household and their ages:**

Head of Household:		Phone:	
1.	Age:	5.	Age:
2.	Age:	6.	Age:
3.	Age:	7.	Age:
4.	Age:	8.	Age:

**Does tenant currently reside in the unit?** ☐ Yes ☐ No If yes, who should HAP contact to schedule inspection?  
☐ Tenant (Phone Number: \_\_\_\_\_) OR ☐ Case Manager (Phone Number: \_\_\_\_\_)

Special Instructions (tenant doesn't speak English, unit not ready yet, client will be slow to answer door, etc):

Rental Unit Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

**Proposed Rent \$** \_\_\_\_\_ **# of Bedrooms:** \_\_\_\_\_ **# of Bathrooms:** \_\_\_\_\_ **Year Built:** \_\_\_\_\_ **Unit Sq. Ft:** \_\_\_\_\_  
 (1, 1.5, 2, 2.5, etc)

**Unit Type:** ☐ **House** (single family) ☐ **Duplex** (2 units) ☐ **Manufactured Home**  
☐ **High-Rise** (3 or more apt units in a complex of five or more stories) ☐ **Low-Rise** (3+ units in a complex of 4 or less stories)  
☐ **Row house** (side-by-side attached units with 2 or more stories of living space /3 or more units or individually deeded)

**Amenities:** ☐ **Dishwasher** ☐ **Pool / Hot Tub** ☐ **All Utilities included in Rent**  
☐ **Garbage Disposal** ☐ **Security System** ☐ **Playground**  
☐ **Central Air Conditioning** ☐ **Gated Community** ☐ **Garage / Covered Parking**  
☐ **Clothes Washer** ☐ **Basement** ☐ **Fully wheelchair accessible**  
☐ **Clothes Dryer** ☐ **Fireplace** ☐ **Sewer / water included in rent**  
☐ **Washer / Dryer Hookups** ☐ **Private Fenced Yard** ☐ **On-Site Manager / Maintenance**

Indicate if landlord or tenant is responsible for paying the following utilities separate from rent						
Utilities	Landlord	Tenant	Electric	Gas	Oil	Bottled Gas
Space Heating						
Cooking						
Water Heating						
Lights / Other Electric			<b>Note:</b> Landlord must provide and pay for garbage service in Portland ORS90.320 (g) and Gresham 7.25.400			
Water						
Sewer						
Garbage Collection						
Refrigerator Provided By						
Range Provided By						

**Was this unit ever an illegal drug manufacturing site?** ☐ Yes ☐ No If yes, when? \_\_\_\_\_  
 If yes, attach documentation that unit was professionally cleaned from illegal drug manufacturing.

**Is the owner of this property a relative of a member of the renting household?** ☐ Yes ☐ No

Landlord Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Manager Name: \_\_\_\_\_ AFR Toolkit v. 1.0 Phone # \_\_\_\_\_ Fax # \_\_\_\_\_ 80



## Disclosure of Information on Lead-Based Paint and Lead-Based Paint Hazards

### Lead Paint Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling.



Tenants must also receive a federally approved pamphlet on lead poisoning prevention. If a landlord fails to offer this information, the US Environmental Protection Agency (EPA) can conduct an inspection and possibly issue fines. Landlords needing more information about the lead program may call (800) 424-4372.

**Please select the current status of your rental unit as follows:**

☐ **The rental unit was built in or after 1978.** Please check this box only if your unit was built in 1978 or after 1978, and both you and your tenant sign and date below.

Landlord Initials: \_\_\_\_\_ Date: \_\_\_\_\_ **and** Tenants Initials: \_\_\_\_\_ Date: \_\_\_\_\_

☐ **Landlord has no knowledge of the presence of lead-based paint or lead-based paint hazards in the rental unit.** Please check this box, and you and your tenant initial and date.

Landlord Initials: \_\_\_\_\_ Date: \_\_\_\_\_ **and** Tenants Initials: \_\_\_\_\_ Date: \_\_\_\_\_

☐ **Lead-based paint exists in the unit:** Please check this box, answer questions and you and your tenant initial and date.

**Are there lead-based paint hazards present?** Yes ☐ or No ☐

If yes, explain: \_\_\_\_\_

☐ **Has unit ever been tested for Lead Paint Hazards?** Yes ☐ or No ☐

If yes, when? \_\_\_\_\_

**Are there any available records and/or reports pertaining to lead-based paint or paint hazards in the unit?** Yes ☐ or No ☐

If yes, list documents: \_\_\_\_\_

**Has the tenant been provided with copies of these documents?** Yes ☐ or No ☐

Landlord Initials: \_\_\_\_\_ Date: \_\_\_\_\_ **and** Tenants Initials: \_\_\_\_\_ Date: \_\_\_\_\_

**By your signatures below, the landlord and the tenant are certifying that, to the best of their knowledge, the information provided is true and complete.**

Landlord Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **HAP-AFP and HF-STRA Program Lead-based Paint Statement of Receipt**

I have received a copy of the brochure entitled: *Protect Your Family from Lead in Your Home*.

---

Participant - Print Full Name

---

Date

---

Participant Signature

---

Address

(The *Protect Your Family from Lead in Your Home* pamphlet is available online at  
[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/healthy\\_homes/enforcement/disclosure](http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/enforcement/disclosure)  
in several languages)



## Visual Lead Based Paint Assessment

**Lead Warning Statement: Housing built prior to 1978 may contain lead-based paint. Lead from paint, paint chips and dust poses health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women.**

For any unit constructed before 1978 in which a child under the age of 6 and/or a pregnant female will be residing, HUD requires a Lead Based Paint Visual Assessment prior to assistance and at least annually thereafter. A visual assessment must be conducted for the assisted dwelling unit, any common areas servicing the assisted unit, and exterior painted surfaces associated with the dwelling unit or common areas.

Visual assessments are required to determine if there is any deteriorated paint. Deteriorated paint is defined as "Any interior or exterior paint or other coating that is peeling, chipping, chalking or cracking, or any paint or coating located on an interior or exterior surface or fixture that is otherwise damaged or separated from the substrate."

See HUD's training for details: <http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>.

All households should receive the EPA *Protect Your Family from Lead in Your Home* brochure.

In units built before 1978 where a child under 6 or pregnant female will live: **if deteriorated paint in any amount is identified through the visual assessment it must be repaired prior to providing assistance for the unit. See the chart below.**

Unit Address: \_\_\_\_\_

Visual Lead-Based Paint Assessment			
1.	YES	NO	Will a child under six or pregnant female be residing in this unit?
2.	YES	NO	Was this unit constructed before 1978?
3.	YES	NO	If answer to #1 and #2 is yes, did visual assessment identify deteriorated paint? <b>(If answer to #3 is "No", skip to signatures at bottom)</b>
4.			If answer to #3 is yes, if chipped or deteriorated paint is found in small amounts <b>under de minimis levels</b> , landlord must follow the "Repair, Renovate and Paint" steps on <a href="http://www2.epa.gov/sites/production/files/documents/steps.pdf">www2.epa.gov/sites/production/files/documents/steps.pdf</a> . When repairs are done, you are required to conduct a new Visual Lead-based Paint Assessment.  _____ After repairs: <b>Date Unit passed your 2nd Visual Lead-Based Paint Assessment</b>
5.			If deterioration is found in larger amounts <b>exceeding de minimis levels</b> , landlord must hire a "Lead-Safe EPA Certified Company" to do a lead-based paint abatement. <a href="http://cfpub.epa.gov/flpp/searchrrp_firm.htm">http://cfpub.epa.gov/flpp/searchrrp_firm.htm</a> . After abatement, an EPA-certified company must conduct a clearance test including an analysis of dust-lead samples.  _____ <b>Date Unit passed clearance test by an EPA-certified company.</b>

Visual Assessment by

Participant Signature

Date



## HAP-AFP and HF-STRA Unit Certification Form

Mark one: \_\_\_\_\_ HAP-AFP or \_\_\_\_\_ HF-STRA

Client name: \_\_\_\_\_ Client Date of Birth: \_\_\_\_\_

- ☐ Agency assisting client in same unit (no move)
- ☐ Agency placing client in new unit
- ☐ Agency paying **only** utilities or debt to past landlord (not paying for today's unit) = no lead paint, inspection, rent reasonable or code violation checks required

**Visual Lead-Based Paint Assessment** - for staying in same unit OR for placing client in new unit

- ☐ **Not required** = unit built after 1978 OR unit built before 1978 but no pregnant woman or child under 6
- ☐ **Required** = household includes child under the age of six or pregnant female and the assisted unit was built before 1978
  - ☐ Agency completed lead-based paint assessment on \_\_\_\_\_ date
  - ☐ Home Forward conducted lead-based paint assessment (part of inspection package)

**Habitability Inspection, Rent Reasonableness Test and Code Violation Check** – ONLY if agency is placing client in new unit. (Also required annually for clients who moved to a new unit with HAP-AFP or HF-STRA.)

- ☐ **Not required** = not moving to new unit
- ☐ **Required** = agency is placing household in a new unit
  - ☐ **Agency** conducted habitability inspection. Unit passed inspection on \_\_\_\_\_ date
  - ☐ **Agency** completed Rent Reasonableness Test on \_\_\_\_\_ date
  - ☐ **Agency** completed Code Violation Check on \_\_\_\_\_ date
  - ☐ **Home Forward** conducted habitability inspection, rent reasonable & code violation

If visual lead based paint assessment, habitability inspection or rent reasonable checks are required for the assisted unit, documentation must be completed and placed in participant's file **prior** to any assistance being provided.

### Unit Eligibility (continued):

- ☐ Complete rental agreement signed by both landlord and participant/s is in participant's file
- ☐ Completed lead-based paint statement of disclosure is in participant's file (HAP-AFP & HF-STRA Attachment 6 or other appropriate disclosure documentation)
- ☐ Completed lead-based paint hazards statement of receipt is in participant's file (HAP-AFP & HF-STRA Attachment 7 or other appropriate receipt documentation)

**PLEASE SIGN NEXT PAGE**

**AGENCY CERTIFICATION**

I certify that to the best of my knowledge all of the information reported on this form is accurate

\_\_\_\_\_/\_\_\_\_\_  
Agency Signature                      Date

**Home Forward USE ONLY**

**Initial:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Certification Complete with respect to:**

☐ VLBPA    ☐ HI    ☐ RR    ☐ RA    ☐ LForms



## HAP-AFP and HF-STRA Unit Identification Form

HAP-AFP and HF-STRA funds can be used for motel vouchers for up to 30 days only if subsequent rental housing has been identified but is not immediately available for move-in. Please use this form if you are providing motel vouchers with HAP-AFP or HF-STRA funds.

Adult household members:

---



---

Please write the address below of the unit that has been identified for this household:

---

Address

---

City	State	Zip
------	-------	-----

The unit will be ready for move-in on: \_\_\_\_\_

I am issuing motel vouchers with HAP-AFP or HF-STRA funds for the following dates subsequent to move-in:

_____ through _____ (start date) (end date)	_____ through _____ (start date) (end date)
_____ through _____ (start date) (end date)	_____ through _____ (start date) (end date)

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Manager Signature

\_\_\_\_\_  
Date



## HAP-AFP and HF-STRA Form for Motel Vouchers While Engaged in a Housing Plan

Originally, HAP-AFP and HF-STRA funds could be used for motel vouchers only when a unit was identified but not immediately available for move-in (use Attachment 10 for this scenario),

**Agencies may also use HAP-AFP or HF-STRA funds for motel vouchers for up to 30 days if the agency certifies they are engaged in a housing plan with the household with the end goal of permanent housing placement – even if no unit has been identified yet.**

This will allow agencies to move families quickly into the safety of a motel unit for up to 30 days while they work on the housing plan. Our intent is to ensure that our resources aren't being used to replace "shelters"; we want funds used towards permanent housing placements.

Adult household members:

\_\_\_\_\_

\_\_\_\_\_

**I certify that HAP-AFP or HF-STRA funds will be used for motel vouchers for the following dates for up to 30 days while we work on a housing plan with the end goal of permanent housing placement.:**

\_\_\_\_\_ through \_\_\_\_\_      \_\_\_\_\_ through \_\_\_\_\_  
(start date)                      (end date)                      (start date)                      (end date)

\_\_\_\_\_ through \_\_\_\_\_      \_\_\_\_\_ through \_\_\_\_\_  
(start date)                      (end date)                      (start date)                      (end date)

( dates above = 30 days maximum)

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Manager Signature

\_\_\_\_\_  
Date



HOTEL		COST	NIGHTS	BEDS	PEOPLE	ROOM & HOTEL DETAILS
<b>N O R T H</b>	<b>Economy Inn</b>	\$55.00	1	1	1	No Cots
	3971 N Interstate Portland 97227	\$55.00	1	1	2	No Pets
	Contact: Phil Patel/Paresh Patel	\$65.00	1	2	2 to 4	Refrigerators and microwaves
	Phone: 503-287-1149	\$55.00	1 to 6	1	1	No Wheelchair Accessible Units
	Fax: 503-281-3782	\$55.00	1 to 6	1	2	
	19 rooms	\$65.00	1 to 6	2	2 to 4	No more than 4 people for a
	VC - 8ECONO	\$252.00	1 week	1	1	room with 2 beds
		\$252.00	1 week	1	2	
		\$315.00	1 week	2	2 to 4	
<b>N O R T H</b>	<b>Viking Motel</b>	\$50.50	1 to 6	1	1	\$5.00 - Extra Person
	6701 N. Interstate Portland 97217	\$50.50	1 to 6	1	2	\$5.00 - Cot
	Contact: Hari Karia	\$60.60	1 to 6	2	2 to 4	
	Phone: 503-285-6687	\$282.80	1 week	1	1	No Pets
	Fax: 503-285-1680	\$282.80	1 week	1	2	
	25 rooms	\$318.15	1 week	2	2 to 4	
	VC - 7VIKIN					No Wheelchair Accessible Units



## **WSI and WorkSource Portland Metro**

### *AFP Collaboration Overview*

**Worksystems, Inc. (WSI)**, the Local Workforce Investment Board for Multnomah and Washington Counties, invests funds to help job seekers acquire the skills they need to support themselves and to meet the staffing needs of regional industry.

The region's public workforce development system - **WorkSource Portland Metro (WSPM)** - serves as our primary vehicle for delivery of services to adult job seekers. Over 100,000 people visit WSPM each year to access an array of employment and training services funded by our investments.

WSI continually works to integrate workforce programs and services funded by other partner agencies into the public WSPM system. We believe that this integrated approach maximizes available resources and provides the highest quality of comprehensive workforce services to job seekers. Because WSPM is a universal-access system, jobseekers can find it difficult or overwhelming to navigate. Since WSPM does not have the resources to fund case management, we rely on close partnerships with community partners who do work from a relationship-based model to help usher their participants through WSPM services. Once enrolled and engaged, WorkSource provides a rich array of job training and matching services to partner participants.

The **Aligned Partner Network** is WSI's deliberate effort to integrate WSPM services with the staff and support resources of local agencies that serve people with challenges to employment. The Aligned Partner Network is region-wide, and involves partnerships with more than 20 community agencies. **Action for Prosperity (AFP)** anti-poverty agencies are included among these partnering organizations, along with agencies like Cascade Aids Project, Central City Concern, Community Action of Washington County, and Easter Seals.

The attached schematic shows the relationship between our WSPM system and partnering agencies, a model that leverages the expertise of each agency. CBOs and agencies provide case management and support services, while WSPM sets aside training resources specifically for their participants and delivers a wide array of skill-building and job-getting services. By partnering, CBOs and agencies are agreeing to take a vocational approach to case management, including the use of WSPM's *Career Mapping and Resource Planning* processes to help participants set career goals and develop service plans with a workforce development lens.

To help partner agency staff develop a vocational approach to case management and learn about the resources available through WSPM, the Aligned Partner Network funds WorkSource Liaisons to provide on-going training, coaching, and technical assistance to vocational staff in the Aligned Partner Network. This assures that partner participants develop strong Career Plans, get enrolled in WorkSource workshops, and connect to vocational training opportunities, as well as participate in programs that WorkSource has designed specifically to serve them.

Vocational staff at partner organizations facilitate Career Mapping workshops and Resource Planning sessions, provide on-going case management, facilitate access to housing and supportive

services, and support participant engagement in WorkSource job search and training activities. The document titled “Liaison and Staff Roles” provides more information about these roles in the model.

AFP staff trained in Assertive Engagement are highly capable, and WSI is excited to incorporate their thoughts, expertise and approach into our broader community of Aligned Partner Network vocational staff, and look forward to seeing everyone at our bi-monthly staff trainings. These forums allow agencies from across the two-county area to share ideas and learn best practices that help participants move toward self-sufficiency through training and employment.

**Important Links:**

- [www.worksourceportlandmetro.org](http://www.worksourceportlandmetro.org)
- WorkSource Portland Metro Locations: <https://www2.worksourceportlandmetro.org/locations/>
- Region 2 Eligible Training Agency List: <http://bit.ly/R2ETPL> *(This is the list of trainings that WSPM can help to fund.)*

# Aligned Partner Network

Worksystems designs programs & coordinates community organizations to leverage each agency's expertise to move people with multiple challenges into career-track employment.





## Partner Agency Staff and WorkSource Liaison Roles

Through the Aligned Partner Network, Worksystems partners with a variety of community-based organizations and agencies that want to move their low-income, high need populations to self-sufficiency by connecting them with career-track employment. Partner agency staff assist clients to create career plans and access WorkSource services to meet their training and employment goals. WorkSource Liaisons provide training and on-going technical assistance to support staff in accessing the range of workforce services available for their clients.

### Partner Agency Staff

*Provide relationship based guidance and coaching to assist individuals to succeed in training and find employment.*

#### Screening and Assessment

- **Screen** to assess motivation and readiness to increase basic skills, participate in training and job search activities, and find employment.
- Conduct **Career Mapping** (Career Mapping workshop and Resource Planning sessions).

#### On-going Support

- Maintain **regular contact** with participants.
- **Update Career Plans** regularly, use as a tool to guide next steps and manage progress toward goals.
- Assist in developing plans for accessing **resources** needed to reach goals (including basic needs, transportation, childcare, etc.).
- Coach about basic **soft skills** (i.e. punctuality, attendance, communication, hygiene, time management, social interaction, etc.).
- Guide and coach participants as they access appropriate **WorkSource services, engage in trainings, and conduct job searches**.
- After employment, assist with **retention** and career advancement.

#### Program Infrastructure & Improvement

- Bi-weekly meetings with WorkSource Liaisons to review participant Career Plans and troubleshoot problems.
- Participate in trainings about WorkSource.
- Attend relevant bi-monthly Staff Training workshops.

### WorkSource Liaisons

*Provide training and technical assistance to Vocational staff to increase their capacity to coach and support participants.*

#### Training

- Provide **training** to Partner agency staff on WorkSource services and systems and Career Mapping.
- Develop and facilitate bi-monthly training **workshops** for Partner agency staff.

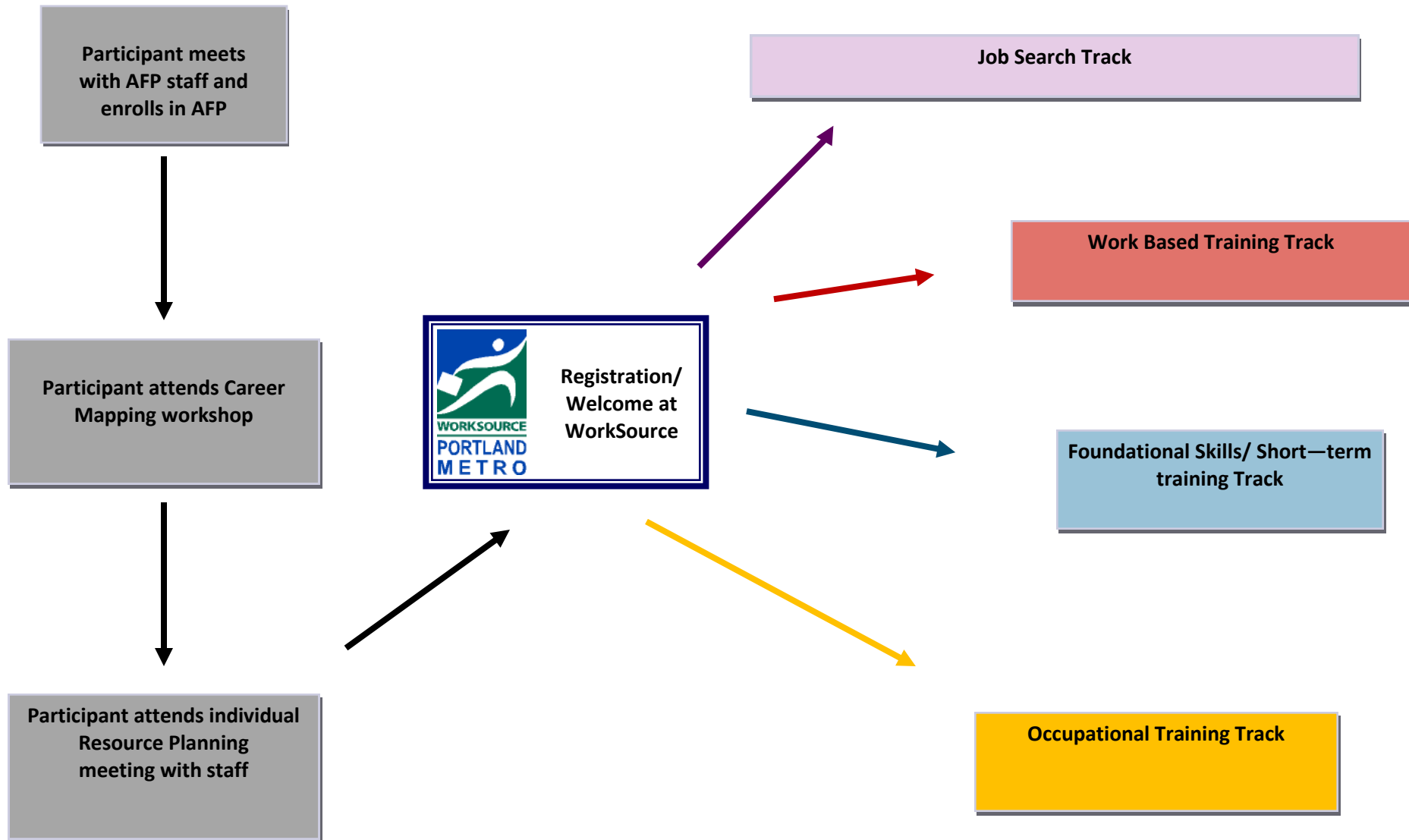
#### On-going Support and Coaching

- Meet biweekly with staff to **review Career Plans** and progress, and recommend ways to strengthen plans.
- Coach staff to identify participants who are motivated and ready to participate in program activities.
- Provide **on-going technical assistance** about vocational case management and using WorkSource services to meet career goals.
- Update staff about **system processes and resources**.

#### Program Infrastructure & Improvement

- Attend regular meetings with other WorkSource Liaisons and WSI staff
- Review program performance data to ensure accuracy and monitor progress toward goals.
- Work with WorkSource, Worksystems and partner staff to address any challenges that arise.
- Communicate with WorkSource staff to ensure smooth connection of participants to services.

# WorkSource Engagement Process





## WorkSource Registration

No appointment needed. Participants can go to any WorkSource Center to register 8 am-3:30pm. Bring a photo ID with Date of Birth on it.

### Steps to complete WorkSource Registration

1. Log in to <https://www2.worksourceportlandmetro.org>, and follow the link to “My WorkSource”. If the participant is at WorkSource center, the log in screen will come up (there is a “Forgot user name or password” link on the log in screen to recover either of them, or any WorkSource staff can also help). Create a new account if never registered with WorkSource before.
2. Complete application (5 screens of demographic information and questions about their employment status and such). It will automatically come up after participant logs in.
3. Complete iMatchSkills account on the same website.
4. View short video about WorkSource services.
5. Sit down with a WorkSource staff. They will check customer’s ID and finalize their registration with WorkSource.

The first 4 steps can be completed on any computer by accessing the website indicated above. To finalize the registration, the participant has to go to a WorkSource Center and meet with staff.

**I-Trac Cheat Sheet**  
*For AFP staff Reference*



**To access i-trac** go on <https://www3.i-trac.org>

- To retrieve forgotten user name or password, click on the “Forgot username or password” link on log in screen
- To access information about your participants, go to green I-Trac tab

**To search for participant’s record:**

- Use WorkSource Job Seeker ID or
- Search by first and last name (can search by typing in partial names as well) or
- Last four digits of social security number

**To access participant’s record** click on “select” next to customer’s name

- If all of the provider lines that come up have exit dates, that means that your participant is no longer active with WorkSource and needs to re-register to be able to access services at WorkSource.
- If there is a line that has a participation date and no exit date, that is your participant’s active record with WorkSource. Click on “select” next to that line. (Several blue tabs will appear on the top of the screen.)
- Housing Works and Economic Opportunity Program participants should have their own lines indicating enrollment in these programs.

**To access case notes**

- Click on “Reports” link on the top right corner, then “Case Notes”. It will open a new window with all the case notes made by WorkSource staff.

**To print WorkSource participation record**

- Click on “Reports”, then “Program Participation Report”. This will open a new window with their participation record, which can be printed.

**Assessments tab**

- Under this tab you can find customer’s NCRC results and date.
- At the bottom of the screen you will find the referral section. This is to be used when referring participants to Connect to Careers program. Click on “initiate referral” after you set up a meeting for client with Connect to Careers staff.

**Services tab**

- “LQ Fund Service Date” on the top of the screen tells you the last time your participant accessed any WorkSource service (if they do not use any services for 90 days, their record will become inactive and they will need to re-register).

- “Partnering agency” line indicates that the customer is Aligned Partner (this does not apply to the Economic Opportunity and Housing Works programs, which have their own record (see above)).
- “Staff assisted” and “Intensive” sections will show any one-on-one services customer received at WorkSource.
- “Workshops” section will show any workshops attended, cancelled and missed (no show).
- “Training” section will show any trainings that were completed or in progress.
- “OJT/Internship” section will show any work experience or OJTs that customers started or completed.

#### **Payment tab**

- “Direct payment” sections shows funds that were spent by WorkSource to assist the customer.
- “Partner payments” section shows funds spent by programs other than WorkSource .

#### **Outcomes tab**

- This screen contains information about any credentials (diplomas, certificates, etc) that the customer received.
- This screen will have the customer’s employment information as well. If the customer has a job and it is not indicated here, please let your Liaison know.

#### **Prosperity Budget Tab**

- This will show any Prosperity Planner budgets that the client has saved.
- You can click on the budget link to view the customer’s Prosperity Planner budget.





# Career Mapping and Resource Planning

## **Working with Families Receiving TANF**

### **Understanding the JOBS Program**

JOBS (Job Opportunities & Basic Skills training) is the federal name for the mandatory employment and training program required for all work eligible households receiving TANF. In Multnomah County, DHS contracts the JOBS program to Portland Community College (PCC) and Community Works Project (CWP) which is a consortium of 6 community agencies within Multnomah County.

All work eligible TANF recipients are assessed and assigned a “plan,” and are required to participate in eligible plan activities. There are two types of plans – plans that count towards federal participation requirements – core activities (Working, Job Search, Vocational Training, etc.) and plans that do not count – non countable activities (Family Stability, Domestic Violence Intervention, etc). In order to meet federal mandates and continue to receive full funding, DHS must ensure that at least 50% of work eligible TANF recipients are engaged in plans that do meet federal participation requirements. This means that families will have various plans that may be primarily focused on core activities and others that will focus on barrier removal with anticipation that the client will be moving towards core activities as barriers are broken down.

Plans that meet federal participation requirements have “core activities”, “non-core activities,” and “Non Countable Activities” with the majority of participation being required to be core.

- Core Activities: paid work, unpaid work, vocational training (up to 12 months), job search/job readiness (job search, life skills, treatment, rehab – up to 12 weeks per year)
- Non-core Countable Activities: ESL, job skills training, Adult Basic Education, High School Completion/GED prep
- Non Countable Activities: Crisis Intervention, Medical activities, Family Support and Connections, Stabilized living, Services to Child Welfare families, etc.

Federal Participation requirements are as follows:

- Two-Parent Family – with childcare, 55 hrs/wk combined (50 hours core) / without childcare, 35 hrs/wk combined (30 hours core)
- Single Parent with Children 6+ – 30 hrs/wk (20 hours core)
- Single Parent with Child under 6 – 20 hrs/wk in core activities
- Teen Parents – enrolled in educational activity and making satisfactory progress

### **Who Should You Contact?**

Benefits Coordinator (DHS employee): Sets the level of TANF and SNAPs (food stamps) subsidies. The Benefit Coordinator, at initial intake, conducts basic assessment of job readiness prior to jobs plan creation. They also maintain a case load of clients who are not able to currently participate in the JOBS program for barrier related reasons. Contact this person if your client is currently not participating but has a barrier removal step. You would also contact for verification of benefits or for changes (new child, etc).

Plan Coordinator (DHS employee): Does ongoing assessment of client and determines what plan is appropriate. Contact this person to discuss the client’s plan, childcare/transportation assistance, or any work or training you hope to enroll your client in. Since a majority of cases will be held with the Plan Coordinator, it is ideal to contact him/her after you have assessed your client, but before you develop a case plan, to ensure the DHS plan and your plan are coordinated.

**Support Services (transportation, childcare) that could be available – Contact the DHS worker (depending of placement of case) to facilitate access to these benefits**

- Families Receiving TANF (who are compliant with their plans)  
Full childcare subsidy (based on DHS's allowed rate) during verified participation  
Transportation assistance (gas voucher, bus tickets, or bus pass)

Benefits eligible for during first 12 months after TANF ends

Transitional SNAP benefit – if client reports employment timely, TANF grant is removed from SNAP case and anticipated income is not included, which could lead to full SNAP allotment for 5 months.

Employment Related Day Care (ERDC) – Client has a co-pay dependent on income  
Medical coverage for entire family for to 12 months.

**What to do if Your Client is Starting a Paid Internship**

1. Contact Plan Coordinator with information regarding start/end dates and Benefits Coordinator with stipend amount to determine ongoing eligibility.
2. If family will retain TANF, make sure client knows how to access childcare or transportation assistance if needed (thru plan coordinator), and make sure client knows what attendance verification is required.
3. If stipend is high enough that the family will lose TANF, make sure Plan Coordinator and Benefits Coordinator know when the internship is slated to end.
4. Ensure family knows how to access ERDC and financial assistance if needed (Plan Coordinator)
5. Contact the benefits coordinator at least 10 days before the internship ends to ensure that he/she knows when the client will need their TANF to start again. If past 30 days from TANF closure, client will need to submit a new application to Benefit Coordinator.

## JOBS ACTIVITIES CURRENTLY OFFERED THROUGH THE TANF PROGRAM – 11/2013

Job Search	Work Experience	JOBS Plus	Vocational Training
<p>This component consists of participants accessing the career center, utilizing our contracted staff for assistance, attending Job Clubs/Networking activities, Job Fairs, etc. in order to find employment. Job Search includes resume workshops, master applications, interview skills, cold calling, etc. Job Search tends to be the highest utilized component and the majority of placements come out of this activity.</p>	<p>This component is a non-paid internship that allows a participant to gain on the job experience in a field of interest. Participants continue to receive TANF and SNAP as well support services. This activity typically lasts for approximately 6 months. Some folks transition to a Jobs Plus or unsubsidized hire. The experience is beneficial for a participant as it give current experience when job searching. Sites can be located by participant or partners.</p>	<p>This component is a placement in subsidized employment. The State of Oregon pays the employer and the employer pays the participant (similar to an OJT). Participants will receive their TANF and SNAP via a paycheck rather than the benefits being put on their Oregon Trail Card. JOBS Plus typically runs about 6 months with a possible 3 month extension. The goal is for participants to be hired in an unsubsidized job at the end of the experience.</p>	<p>Short term training that will provide a participant with some form of certificate or diploma that will allow for the person to be more competitive in the job market. T Vocational Training is up to 12 months in the life of a case. DHS determines approval for the step via a staffing. There is an application process prior to being allowed into a VT component. Cases are viewed on a case by case basis.</p>
Support Services			
<p><b>Transportation</b> – gas voucher or bus pass/tickets  <b>Child Care</b> – for allowed hours of participation  <b>If hired</b> – some funding for things like work boots or uniform. This is case by case basis.</p>	<p><b>Transportation</b> – gas voucher or bus pass/tickets  <b>Child Care</b> – for allowed hours of participation  <b>If hired</b> – some funding for things like work boots or uniform. This is case by case basis.</p>	<p><b>Transportation</b> – gas voucher or bus pass/tickets  <b>Child Care</b> – for allowed hours of participation  <b>If hired</b> – some funding for things like work boots or uniform. This is case by case basis.</p>	<p><b>Transportation</b> – gas voucher or bus pass/tickets  <b>Child Care</b> – for allowed hours of participation plus some homework time.  <b>If hired</b> – some funding for things like work boots or uniform. This is case by case basis.</p>
Contracted Partners			
<p>Portland Community College  Community Works Project  Oregon Employment Dept.</p>	<p>Portland Community College  Community Works Project</p>	<p>Portland Community College  Community Works Project</p>	<p>This is a DHS allowed program. Our contractors currently do not engage participants in this activity</p>



# 60-month Time Limit for Receiving Temporary Assistance for Needy Families (TANF)

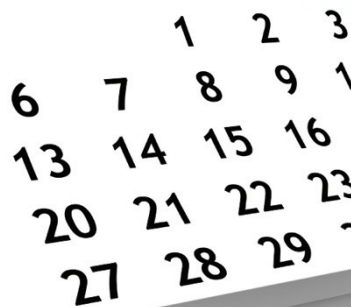
- **Understand the 60-month time limit for receiving TANF.**
- **Learn where you can find out how many months of TANF have counted towards the time limit.**
- **Access services to help you enter employment and exit TANF before reaching your time limit.**

Temporary Assistance for Needy Families (TANF) is a program that offers a monthly cash grant to eligible families to help pay for basic living expenses. It also offers services to help clients get jobs and improve family stability. The TANF program goal is to help people move from severe poverty to being able to support themselves without government assistance.

## TANF time limits in Oregon

- The Oregon time limit for TANF is 60 months (five years) for adults or teen parent heads-of-households.
- The 60 months is a lifetime limit. This means the state stops counting months towards the TANF time limit when an adult leaves TANF. If an adult returns to the program, the count re-starts where the adult left off the last time he or she got a TANF payment.
- The time limit applies to the following:
  - » Both adults in two-parent families
  - » Adult single parents
  - » Teen parent heads-of-households
  - » Individuals who reached the 60-month TANF time limit in another state and do not currently qualify for an Oregon hardship exemption





- When you apply or re-apply for TANF, DHS will check to see how many months you received a TANF payment in Oregon or another state in the past.
- TANF time limits do not apply to children on a TANF case as long as the parent cooperates with their case plan. For example, if a household has an adult who reaches the limit, the adult's portion of the TANF grant would end. The child's portion of the TANF grant would continue. For example, in a single-parent household with two children, a three-person TANF payment of \$506 a month would be reduced to a two-person payment of \$348 a month.
- If you do not cooperate with your case plan it could impact your child's eligibility, as well as yours.

### Keeping track of your months of participation

- When you meet or talk with your staff, ask them how many months you have left to receive TANF.
- States have different time limits and different exceptions to their time limit. Reaching a time limit in another state may not prevent you from receiving TANF in Oregon. Ask your staff how it works in Oregon.
- If you come to Oregon from another state or were in a tribal TANF program, we will use the count of months the other state or tribe reports to us to determine how much time you can receive TANF in Oregon.

### DHS can help you enter employment and exit the TANF program before you reach the time limit

While you are in the TANF program, it is important for you to take advantage of the supports and services offered to help you become self-supporting before you reach your time limit. Meet with your staff to work together to create a case plan that moves you along in the journey to become self-supporting. While on TANF, you can:

- Work with your staff to address any barriers that prevent you from searching for a job or achieving family stability. Examples include completing drug/alcohol dependency treatment; seeking medical treatment for physical and mental health wellness; resolving homelessness or domestic violence issues, or completing a GED.

- Participate in the TANF Job Opportunities and Basic Skills (JOBS) program. DHS can help you pay for child care and transportation to participate in this program. The JOBS program prepares you to go to work by enhancing your job skills and job search abilities.
- If you have a disability that will last at least a year and prevent you from working, talk to your staff about the State Funded Pre-SSI/SSDI program. If you qualify, DHS staff can help you apply for federal disability payments.

## Exemptions from TANF program time limits

In certain circumstances the time limit clock may stop. This is called an exemption. Case workers check to see if a participant qualifies for an exemption before they reach the time limit and stop receiving TANF cash assistance. The list of exemptions can be found in Oregon Administrative Rule 461-135-0075.

Examples of exemptions include:

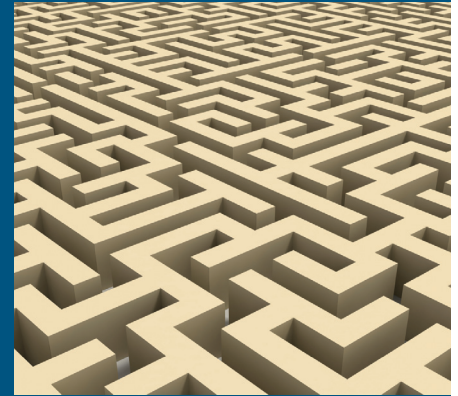
- Adults unable to obtain or maintain employment due to:
  - » Domestic violence or being subjected to battery or extreme cruelty;
  - » Having a certified learning disability;
  - » Verified alcohol and drug or mental health conditions;
  - » Having a child with a disability or providing care for a family member with a disability (verification required); or,
  - » Being deprived of medical care.

To qualify for certain exemptions you will be asked to provide verification from your doctor or a qualified professional that you're unable to obtain or maintain employment due to one or more of the issues above.

## Exiting the TANF program

When you reach the 60-month limit, you will get a notice from DHS letting you know that your payment will be reduced. When you receive the notice, there are several steps you should take:

- If you think you meet one of the hardship exemptions, notify your



staff immediately. Remember, DHS may require proof of your hardship to grant an exemption.

- Contact your staff to talk about specific resources that may be available to you in your community or call Oregon SAFENET at 1-800-SAFENET (1-800-723-3638).
- Report the change in your income to DHS to see if it will cause an increase in your Supplemental Nutrition Assistance Program (SNAP) food benefits
- Register for work through the Oregon Employment Department.

Contact your staff if you have questions about TANF time limits. If you don't know how to reach your staff, contact your local DHS office.

To locate the DHS office closest to you, call **1-800-SAFENET (1-800-723-3638)**, or visit our website at **[www.oregon.gov/dhs](http://www.oregon.gov/dhs)**.



#### **Self-Sufficiency Programs**

Telephone: 503-945-5600

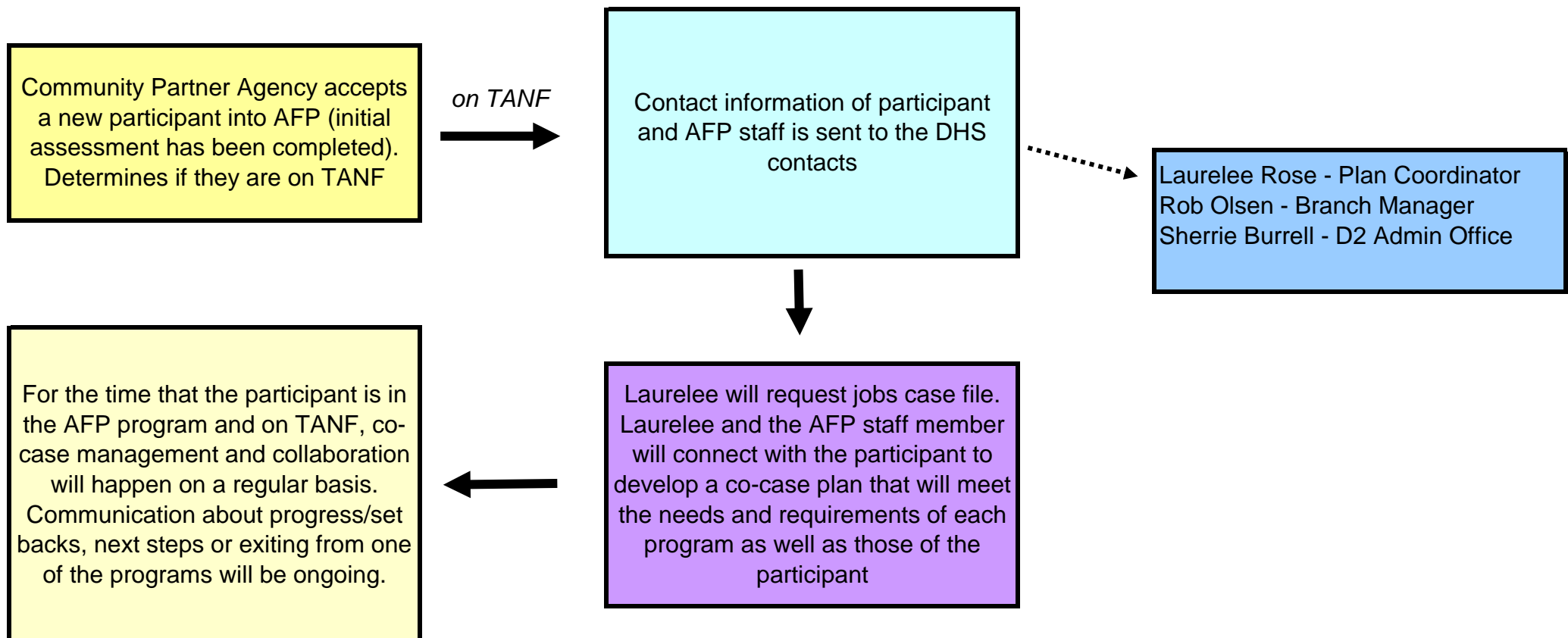
Fax: 503-373-7032

[www.oregon.gov/dhs](http://www.oregon.gov/dhs)

This document can be provided upon request in alternative formats for individuals with disabilities or in a language other than English for people with limited English skills. To request this document in another format or language, call 503-945-5600, email [TANF.publications@state.or.us](mailto:TANF.publications@state.or.us) or dial 711 for TTY.



## REFERRAL AND PROCESS FLOW FOR DHS AND AFP Participants - 11.2013



**Action for Prosperity**  
**Department of Human Services Contact Information**  
**JOBS Partner Contact Information**

DHS Office	AFP Contact	Location	JOBS Partner
East Jobs	<b>Laurelee Rose – Plan Coordinator</b> <a href="mailto:LROSE@DHS.STATE.OR.US">LROSE@DHS.STATE.OR.US</a> 971.673.5596  <b>Rob Olsen - Manager</b> <a href="mailto:Rob.K.OLSEN@dhsosha.state.or.us">Rob.K.OLSEN@dhsosha.state.or.us</a> 971.673.5584	1415 SE 122 <sup>nd</sup> Ave Portland Oregon 97233  General Number: 971.673.5566 Branch Fax: 971.673.5561	<b>Victoria Libov – CWP Manager</b> <a href="mailto:Victorial@mail.irco.org">Victorial@mail.irco.org</a> 971.673.2835 Community Works Project  <b>Geraldina Becerra</b> <a href="mailto:Geraldina.l.becerra@state.or.us">Geraldina.l.becerra@state.or.us</a> 971.673.2836 Oregon Employment Department
SE Jobs		3975 SE Powell Blvd Portland Oregon 97202  General Number: 971.673.2550 Branch Fax: 971.673.2560	<b>Amy Youngflesh</b> <a href="mailto:ayoungfl@pcc.edu">ayoungfl@pcc.edu</a> 971.722.2236 Portland Community College Workforce  <b>Mary Jackson</b> <a href="mailto:Mary.jackson@state.or.us">Mary.jackson@state.or.us</a> 971.673.2634 Oregon Employment Department
North Jobs		5600 NE 42 <sup>nd</sup> Ave Portland Oregon 97218  General Number: 503.943.2150 Branch Fax: 503.943.2560	<b>Amy Youngflesh</b> <a href="mailto:ayoungfl@pcc.edu">ayoungfl@pcc.edu</a> 971.722.2236 Portland Community College  <b>Patti Sherman</b> <a href="mailto:Patti.M.SHERMAN@state.or.us">Patti.M.SHERMAN@state.or.us</a> 971.722.2244 Oregon Employment Department
District 2 Liaison	<b>Sherrie Burrell – Program Analyst II</b> <a href="mailto:SBURRELL@DHS.STATE.OR.US">SBURRELL@DHS.STATE.OR.US</a> 503.872.5587 (office number) 971.344.0962 (I Phone)	<b>District 2 Administrative Office</b> 2446 SE Ladd Portland Oregon 97214  Office Fax: 503.731.3377	