



Southern Nevada Moving On Initiative Policies & Procedures

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INTRODUCTION

Moving On is a Pilot Program which targets individuals and families who are currently living in Permanent Supportive Housing (PSH) who are ready to *move on* to affordable housing options— or remain in their current units without intensive supportive services--and utilize resources in the community. This initiative is a way for people to transition to independence, either while choosing to remain in their housing unit (transitioning in place) or choosing to move into a new unit. Applicants with stable housing histories and who no longer need the intensive support of PSH will be able to maintain independent living without the need for subsidy or may be able to access affordable housing resources in the form of shallow subsidies. Some clients will transition to a Housing Choice Voucher (HCV) through the Southern Nevada Regional Housing Authority (SNRHA) or other type of voucher or funding option to maintain independent living. To be eligible for this pilot program, applicants must demonstrate self-sufficiency and housing stability, as defined by the assessment tool created for the pilot. Referrals will be sent to the Southern Nevada Homelessness Continuum of Care (SNH CoC) Coordinated Entry System (CES) through an online tool that includes the assessment results. Once participants have moved on from a PSH unit/PSH program slot, the available PSH program slot is filled through the CES.

The following policy and procedures cover the pilot program for dedicated vouchers/shallow subsidies potentially available for PSH participants transitioning to the Moving On program.

1. OVERVIEW OF MOVING ON

A. Purpose

The Moving On Program supports tenants who are successful in their recovery to live more independently, potentially using a subsidy while accessing community-based resources, as needed. Additionally, the program frees up valuable permanent supportive housing program (PSH) slots and services for vulnerable homeless individuals in need of these resources, if the client chooses to leave their PSH program slot via the Moving On process. Moving On clients are able to choose whether they want to remain in their current unit or transition to a different location altogether.

The primary goal of Moving On is to create a supported pathway to greater growth, economic mobility, community integration, and long-term success for individuals in supportive housing programs who are stable and ready to take that next step, in order to ensure successful transitions and avoid returns to homelessness or housing instability.

B. Program Participant Roles

Applicants/Participants – Applicants are Permanent Supportive Housing (PSH) clients who are no longer in need of intensive support services with PSH. Some may be able to transition to independence without the need of ongoing subsidies; however, some are unable to move out of PSH developments due to insufficient income to meet market rate rent. Applicants live independently in the community and establish relationships with mainstream community supports. Applicants/Participants will be identified by their PSH Case Managers and encouraged to consider and understand the advantages of moving on to full self-sufficiency.

Clark County Social Service (CCSS) – CCSS serves as the Initiative facilitator and intermediary between the Moving On Client Navigator, Service Providers, Southern Nevada Regional Housing Authority (SNRHA), SNH CoC Coordinated Entry, and other stakeholders.

Moving On Client Navigator – The Client Navigator supports clients as they positively exit supportive housing and move into self-sufficiency. This includes helping clients obtain and move into affordable housing, support participants to stabilize in their housing transition, and connect them to community and mainstream services and supports if needed.

Permanent Supportive Housing Providers (PSH Providers) – PSH Providers assess applicants for program eligibility by using the Self-Sufficiency Assessment throughout a client’s case management lifecycle, provide assistance in completing SNRHA voucher documents and other paperwork, support applicants in acclimation to community-based settings, participate in monthly agency teleconferences, provide transition support services and conduct follow-up reporting to assist with participant transitions and owner conflict resolution.

Southern Nevada Regional Housing Authority (SNRHA) – Housing Choice Vouchers and other voucher programs provide housing assistance to low income individuals and families using a voucher in a private rental market. In these programs, the voucher is given to the participant and it can “follow” the person. Accepted program participants will engage with the SNRHA program to receive a tenant-based voucher. All applicants that are assessed as appropriate for Moving On via SNRHA voucher program will complete the SNRHA process for eligibility determination, voucher issuance, unit inspection and biennial certifications pursuant to the voucher program rules. Clients may also choose to stay in their current units, if they so desire, and these services will also be provided for those individuals.

2. APPLICANT ASSESSMENT

PSH Providers will introduce the concept of Moving On to all of their clients. PSH Providers will internally identify eligible candidates based on Self-Sufficiency Assessment results, eligibility requirements, and client interest. All clients should be offered information on Moving On as one

option to permanency. Very strong candidates may be encouraged to consider program participation.

PSH Providers will review with applicants the goals of the Moving On Pilot. Providers involved in the Pilot will maintain the confidentiality of applicants, as outlined in said agency confidentiality policies and as authorized by applicants in the consent form. Standardized assessment tools and processes will be utilized to ensure participants receive the support they need to be ready – emotionally, mentally, financially, and functionally – to move on.

Applicants are assessed for suitability for the Moving On Pilot with the identified program assessment tool. The assessment is based on and adapted from two (2) existing readiness tools – the New York Moving On Tool and the HMIS Self-Sufficiency Matrix, which we have called the Self-Sufficiency Assessment. The Self-Sufficiency Assessment will be utilized as the primary assessment tool for the initiative. The assessment tool also serves as the application form for the Moving On Pilot. The assessment is to be completed by the service provider and the applicant. Applicants most suitable would have Self-Sufficiency Assessment totals in identified ideal ranges in the following areas: Housing; Income & Benefits, Health, Supportive Services & Resources; and Parenting & Child Services (if applicable).

3. HOUSING CHOICE VOUCHER ELIGIBILITY

Referrals for enrollment determinations are identified by the PSH Provider that is working directly with participants. Applicants have a choice in deciding whether they intend to pursue the opportunity or decline it.

Each voucher program and affordable housing program may have different eligibility criteria. PSH Providers should work with Participants to identify the appropriate program that meets their need and for which they are likely to qualify for. The following criteria should be considered when matching a Participant to a Moving On housing opportunity.

- Client Choice (client has expressed a readiness/willingness to live independently)
- Reached self-sufficiency (little to no need for support services)
- At least 1 year in Permanent Supportive Housing
- 6 or more months of consistent rent payments
- 50% Area Median Income or Below (check program income limits)
- Documented success in current programming/Housing Stability
- Prior evictions on the client's record
- How much the client owes to other property owners or utilities
- Felonies within the last two years
- Property damage created within the last year

Once approved, participants are taken to the property and complete an application. They also have the option to remain in their current unit, which may only require the candidate to reapply

for their current apartment. At that point applicants can begin working with their case managers and begin the transition process.

The following are criteria that may cause an application to be denied; conviction of manufacturing or producing methamphetamine on public housing property, conviction of arson, or conviction of sex offense. If based on a criminal record or sex offender registration information an applicant appears to be ineligible, a different affordable housing option should be considered.

If an applicant has knowledge of previous criminal activity at the time of the application, they may submit information on mitigating circumstances to be considered during the normal eligibility process.

The PSH Provider should be made aware of program criteria and only refer clients that will meet voucher program criteria. There are different eligibility criteria for the different voucher programs through SNRHA and clients may not be eligible for all programs.

4. INTERNAL REFERRAL PROCESS

PSH Providers should send referrals to the SNH CoC Coordinated Entry System (CES) through a developed online tool that includes the assessment results. If applicants would like PSH Providers to receive information regarding their application and program process, they should complete the *Supplement to Application for Federally Assisted Housing*. A referral package may include the following documents and it is important for PSH Providers to follow program guidelines when a client is referred for a referral:

- A. Moving On Program and Assessment Form
- B. Moving On Program – Applicant Participation Agreement and Consent Form
- C. Supplement to Application for Federally Assisted Housing (optional)
- D. Relocation Referral Form

5. PARTICIPANT REFERRALS TO SOUTHERN NEVADA REGIONAL HOUSING AUTHORITY

SNH CoC CES Matchers will review and assess the applications and refer eligible parties to SNRHA. PSH Providers and CES Matchers will ensure that applications are completed and that there is consistency in the assessment. The priority of Moving On is to assist households living in site-based PSH the opportunity to move into other housing in the community or to remain in their current unit without intensive supportive services.

6. VOUCHER ISSUANCE BRIEFING & REQUEST FOR TENANCY APPROVAL

At the voucher issuance briefing, SNRHA will provide information to applicants about the housing location search and unit approval process, if a candidate decides to move out of their current unit.

Applicants are given documents to initiate and guide the parameters of their housing search. Documents include:

- A. Housing Choice Voucher
- B. Rent Burden Worksheet
- C. Utility Allowance Form

SNRHA provides the applicant with a Request for Tenancy Approval (RTA) Packet. The RTA is completed in conjunction with the Owner. The RTA includes the following documents:

- A. RTA Approval Packet Form
- B. RTA Form
- C. Authorization for the Release of Information (Owner)
- D. Disclosure of Information for Pre-1978 Housing Rental and Leases
- E. Direct Deposit Authorization Instructions and Agreement
- F. W-9 Form

Owners must also submit Proof of Ownership documentation and a Management Agreement, as applicable.

Applicants are responsible for turning in the completed RTA packet to SNRHA within 90 days unless otherwise determined by SNRHA. If the RTA is not completed within the stated time frame, the applicant could lose their voucher. SNRHA may grant extensions, but the request must be submitted before the 90-day voucher expiration. Please note that different voucher programs may have different timelines.

7. UNIT IDENTIFICATION

Moving On Participants are encouraged to take the lead in their unit search, if they desire to leave their current unit. Participants can receive support from one of the following ways:

- A. Utilizing assistance from the PSH Provider
- B. Identifying a unit on his/her own

8. OTHER PROGRAM AND SERVICES

Because permanent housing and supportive services are not time-limited, it will be important to assist tenants to identify their motivation for Moving On. To alleviate anxieties surrounding a transition, resources will be needed to educate tenants about Moving On utilizing outreach strategies that will engage tenants. The intention is to notify and educate every permanent housing tenant about Moving On, and to give them the opportunity to consider this housing option.

A variety of strategies will be utilized to publicize and build interest in the initiative including:

- Help Hope Home website notification
- Flyers to post on Housing provider bulletin boards
- Community meetings to promote Moving On
- Utilization of Moving On peers to support other tenants who are interested
- Program notification during annual assessments

Program staff will be trained on how to discuss the opportunity with tenants utilizing motivational interviewing and help them see the program benefits/incentives. The focus will be strength-based and recovery focused. Tenants who are not motivated, but who appear ready for the transition, will continue to be offered opportunities to engage.

9. OWNER ELIGIBILITY, UNIT INSPECTION AND LEASE-UP

While the Service Provider may screen Landlords/Owners for eligibility to participate in the Moving On Program, SNRHA will lead efforts related to HQS inspections and other required processes. If a unit does not pass inspection, and/or the Owner and/or Applicant do not want to move forward in the process, the Applicant must identify and complete new paperwork on a subsequent unit.

When a unit passes inspection, SNRHA performs a rent reasonableness assessment, and an applicant affordability test. Once the contract rent is determined, SNRHA will send the Owner a completed Housing Assistance Payment (HAP) contract. At that point, the lease can be signed with the applicant and owner. The signed HAP contract and lease are received by the Service Provider. At this point, the applicant may move into the unit and rental subsidy payments will begin retroactive to the start date of the lease/HAP contract. It is the Service Providers responsibility to ensure the HAP contract has been added to the client's file in HMIS. At this point, the applicant now becomes a participant of the voucher program.

PSH Programs or SNRHA may pay for the participant's deposits, move-in costs, utility hook-ups, and other necessary items needed for housing stability. Anticipated expenses should be discussed by all involved parties as soon as identified.

10. PSH PROGRAM SLOT TURNOVER

Vacancies filled by Moving On Pilot must be filled by a household experiencing homelessness. As a Moving On program participant exits a PSH program unit, the vacancy will be filled by referrals generated by the CES through the Homeless Management Information System (HMIS).

The goal is to increase PSH program capacity in the community by moving more PSH tenants into Moving On. Clients may choose to participate in the Moving On initiative and exit their PSH program by either remaining in their current housing units or moving into different housing units, without intensive supportive services.

11. PSH PROVIDER & CLIENT NAVIGATOR SUPPORT DURING PARTICIPANT TRANSITION

As needed, the PSH Provider and the Client Navigator (CN) will assist the participant in securing moving assistance, if the client chooses to move out from their current unit. The Client Navigator will assist the participant in acclimating to the new unit, which may include identifying resources for furnishings, acquiring utilities, identifying a moving company and obtaining personal items from storage. The CN will work with the participant to understand their rental rights and responsibilities, including understanding the process of utility payment. The CN will ensure that utilities have been placed in the participant's name and turned on before a participant moves into the unit.

As the participant transitions into the community, the Client Navigator will assist the participant in identifying community-based supports. Such supports may include: mental health services, physical health services, substance use services, recreational activities, volunteer opportunities, public transportation options, and grocery store locations. As needed, the agency will assist the participant in community integration activities after transition into the unit and also if they remain in their current unit after Moving On.

A Client Navigator will support these participants as they positively exit supportive housing and move on to self-sufficiency. The Client Navigator will help participants obtain and move into affordable housing, support participants to stabilize in their housing transition or remain in their current unit without intensive supportive services and connect them to community and mainstream services and supports if needed. Effective aftercare services are usually provided for three to six months, depending on the needs of the participant. Some individuals may need more frequent longer support and others will need minimal support so plans should be individualized to meet the needs of the specific person transitioning to the Moving On program.

12. OWNER OUTREACH

With participant's consent, the Client Navigator will contact the owner of the unit. The purpose of the outreach is to establish a collateral contact with the owner if concerns with the participant arise.

The Client Navigator will offer support to landlords in order to help the participant maintain housing. The CN will mediate any issues that may arise such as rent payments, property damage, neighbor relations, noise, illegal activity on the premises or other lease violations during the first few months.

The CN will contact the owner quarterly to ascertain if any support may be needed and implement conflict resolution strategies, as indicated.

13. FOLLOW-UP AND REPORTING

The Service Provider will follow-up with the participant 30 and 60 days after the household has been housed or has transitioned away from intensive supportive services in their current unit. Service Providers will complete a follow-up report at said intervals and submit to CCSS.

The Service Providers may be asked to complete a tracking report on the participants' progress after the participants have been housed or have transitioned away from intensive supportive services in their current unit. The report will track success rates and utilization and is not limited to the following questions

- Where are tenants moving to?
- Is the program promoting housing choice, even if they want to stay in their current unit?
- Were tenants satisfied with their new housing or their transition in their current unit?
- Did tenants feel connected to their community and neighbors?
- How satisfied were tenants with pre-transition, transition and post-transition services?
- Is the program increasing supportive housing capacity in the community? How efficiently did programs fill vacancies?

14. APPLICANT WITHDRAWAL

Applicants can withdraw from the Moving On Pilot Program at any time. Participants can decide to reapply for Moving On at any time and will not be penalized for their prior withdrawal.

15. PARTICIPANT PROGRAM TERMINATION

SNRHA may terminate a participant from a voucher program, when the participant is no longer eligible for assistance. Before SNRHA begins the termination procedures, the participant will receive an Intent to Terminate Notice. Participants may request an Informal Hearing to appeal the termination, if the request is received within 30 days from the date of the termination notice.

If a participant is terminated from the voucher program, CCSS or the original Service Provider will refer the participant to resources in the community and work to identify housing resources. Parties will not be able to guarantee a housing slot but will help the participant identify available housing options and ensure they are placed back on the community queue if necessary.

The participant may choose not to continue to receive support services from CCSS or the original Service Provider at any time during the program. If a participant decides to decline services, this will not impact their status within the voucher program.

16. PSH PROVIDER PROGRAM OUTREACH AND PARTICIPATION

As a component of the Moving On Working Group, providers connected to clients referred for housing vouchers or affordable housing, will be provided support via training opportunities and learning opportunities about Moving On and respective voucher programs. As more agencies are engaged in this process, these opportunities may change. The Moving On Working Group will communicate opportunities with the community providers on a regular basis via CoC Newsletters, email blasts, and the CoC calendar.