

# PROGRESSIVE ENGAGEMENT POLICIES AND PROCEDURES

## Coordinated Entry

Youth who have stayed in shelter for 7 nights or more without a housing plan will receive a VI-SPDAT Assessment. Coordinated Entry will prioritize youth with the highest VI-SPDAT score for KEYS Progressive Engagement Housing as openings become available. Youth are eligible to receive rental assistance and services for up to 24-months (intermittent or consecutive). When possible, Youth will be matched to an opening in the same agency they are a resident in shelter at, in order to help avoid any lapse in service time.

The following list of priorities will be used to determine who will be referred to KEYS Progressive Engagement Housing, only moving to the lower priority factors as needed to break ties:

- First Priority: Single Youth and Families with highest VI-SPDAT score
- Second Priority: Longest length of stay in shelter or on the street
- Third Priority- Individuals or families that have no income or some income. Priority will be given to extremely low income individuals and families. (Below 30 percent AMI)
- Fourth Priority- Individuals or families without a history of utilizing Rapid Re-Housing programs in the past

## Openings

Each KEYS agency will send an e-mail to the Coordinated Entry Specialist every Tuesday with available KEYS Progressive Engagement Housing openings using the Housing Openings Form. If an agency does not have any openings available that week, they will inform the Coordinated Entry Specialist through an e-mail.

## Match E-Mail

When a youth is matched to KEYS Progressive Engagement Housing an email is first sent to the case manager in their current project (shelter or outreach), their case manager's supervisor and the KEYS YDST Supervisor. The email will provide basic information about next steps, documents (homeless certification, ID, social security card, birth certificate) and paystubs if applicable.

## Interview

When matched with housing, Youth will be enrolled into KEYS Progressive Engagement Housing Clarity HMIS program by the KEYS case manager at their agency. They will be enrolled in YDST and assigned a KEYS case manager at the agency they are receiving housing from, if not already enrolled. The Interviewer will also review and e-mail the following documents: Client and Case Manager Agreement, Grievance and Termination Policy, Client Policy Manual, Relevant VAWA Documents.

If youth has income and has paystubs, interviewer will fill in **Income Calculation Workbook**. The document **Income Request Form – Employer** may be used to request proof of income from employer if youth does not have proof of income or ability to print paystubs from online system. If youth does not have income or has income but does not have paystubs, interviewer

will fill out **Income Declaration Form**. Interviewer will introduce and explain the Rental Determination Form.

If applicable, after the Case Manager conducts the interview, it will be at this time that youth is introduced to the Housing Navigator to begin discussing housing preferences and barriers.

## Accessing Housing

Once youth has identified housing of their choice, youth will apply for unit. If youth is approved, landlord will need to provide W-9 and Rental Information Form. Rent Reasonableness will be calculated using Rent Elect. If Rent Reasonableness is approved, Housing Navigator will coordinate housing inspection.

## Determining Initial Rental Assistance

The **Rental Determination Form** found on page 49 is used to determine the amount of initial rental assistance. The Income Calculation Workbook and Proof of Income will be attached to this form. Initial Rental Assistance follows this calculation:

- No Income – Client is responsible for \$50 of rent
- Inadequate income and/or spontaneous or inappropriate spending – Client is responsible for paying 30 % of rent.
- Can meet basic needs with subsidy; appropriate spending – Client is responsible for paying 60 % of rent
- Client can meet basic needs and manage debt without assistance – Client is responsible for 75 % of rent
- Income is sufficient, well managed; has discretionary income and is able to save – Client is responsible for 100 % of rent.

## Continued Rental Assistance

The Rental Determination Form will be used every 2 months to determine continued rental assistance.

## Waivers of Participant Rent

It is expected that some youth may be challenged by paying a portion of their rent. Under exceptional circumstances, projects may waive the participant's rental portion, so that income can be used to pay existing debts that present barriers to present or future housing stability, such as:

- Payment of debts owed to subsidized housing
- Payment of outstanding utility arrears
- Legal Fees

The monthly budget must document the need, and that the full amount of the waived rental portion was used to pay the special expense/debt. All waivers must be approved by the YDST Supervisor. Waivers may only be approved for a period of one (1) month with the circumstances being reviewed regularly for continuation. Youth can receive more than one (1) month of waived rent, but no more than three (3) months during their participation in the project, and each month

must be approved by the YDST Supervisor as a part of the monthly budget discussion and rental determination process.