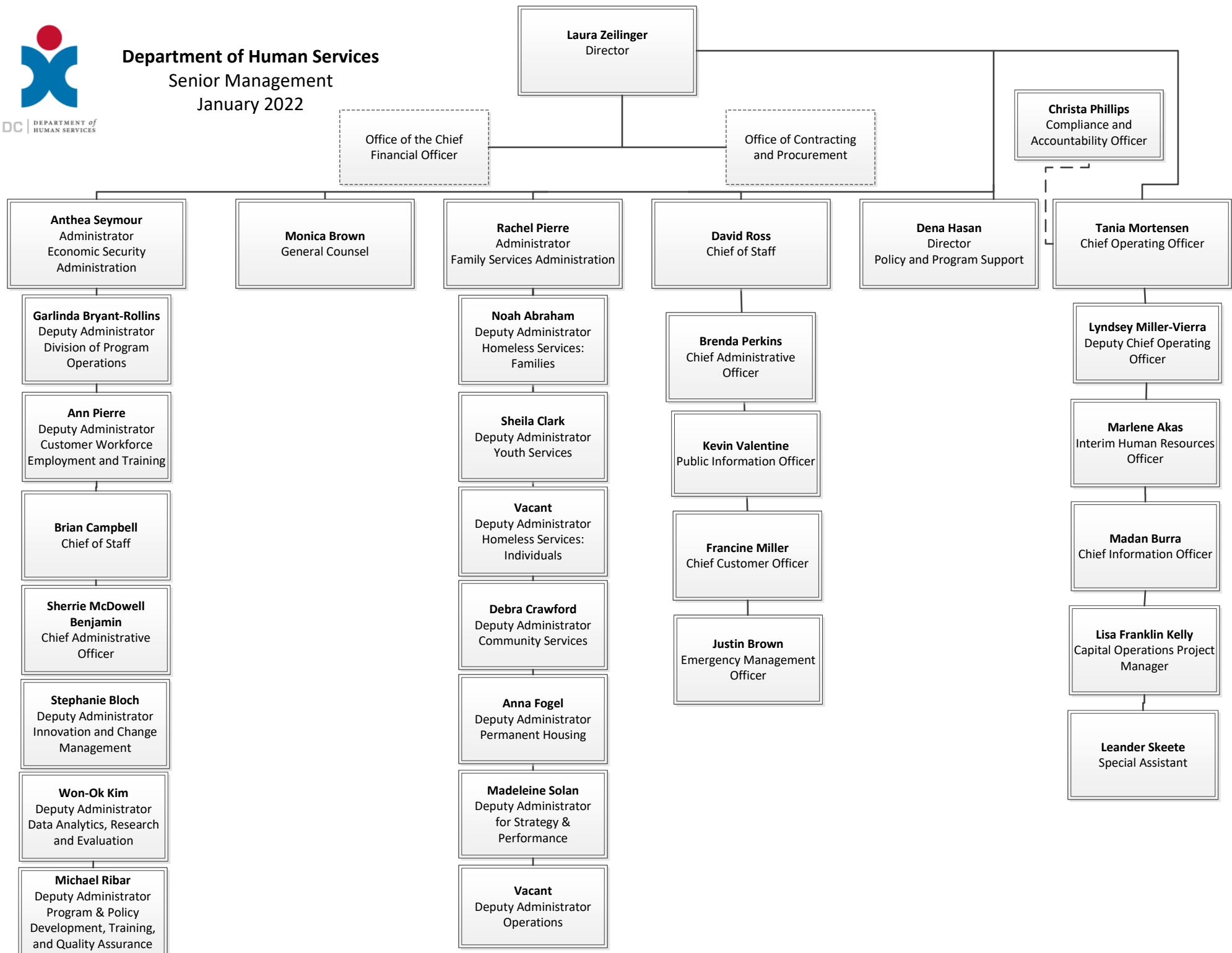


Attachment #1

Department of Human Services
Senior Management
January 2022



Attachment #2

[illegible]

[illegible]

Attachment #4

[illegible]

Attachment #5

Title	Notes	Date Position Posted	Date Position Filled	Was the position filled as of January 14, 2022	Was the position vacant as of January 14, 2022
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Analyst - CS11	2/7/22		No	Yes
Program Monitor	Reclassified to Program Manager - MS13	2/25/22		No	Yes
Program Monitor	Reclassified to Supervisory Homeless Coordinator - MS-13	2/25/22		No	Yes
Contract Liasion Specialist		2/1/22		No	Yes
Contract Liasion Specialist		2/1/22		No	Yes
Contract Liasion Specialist		2/1/22		No	Yes
Program Support Specialist	Reclassified to Program Support Specialist CS-09	Department of Employment Service (DOES) Job Fair	11/22/21	Yes	No
Program Support Specialist		2/25/22		No	Yes
Program Support Specialist	Position reallocated to a division within FSA	2/25/22		No	Yes
Supervisory Social Worker		2/11/22		No	Yes
Supervisory Social Worker		2/11/22		No	Yes
Program Analyst		2/10/22		No	Yes
Program Analyst		2/10/22		No	Yes
Program Support Specialist		2/25/22		No	Yes
Policy Analyst	Reclassified to Policy Analyst CS-13	2/25/22		No	Yes
Senior Policy Analyst		2/25/22		No	Yes

Attachment #7

ACTIVITY No.	ACTIVITY TITLE	FUND	FUND TITLE	FY 2022 Approved Budget	FY 2022 Revised Budget	FY22 Expenditures as of Dec 31, 2021
1010	PERSONNEL	100	LOCAL FUND	1,135,723	1,135,723	194,736
		200	FEDERAL GRANT FUND	635,973	635,973	168,484
	PERSONNEL Total			1,771,696	1,771,696	363,219
1015	TRAINING	100	LOCAL FUND	162,928	162,928	0
	TRAINING Total			162,928	162,928	0
1017	LABOR MANAGEMENT PARTN	100	LOCAL FUND	142,645	142,645	44,957
	LABOR MANAGEMENT PARTN Total			142,645	142,645	44,957
1030	PROPERTY MANAGEMENT	100	LOCAL FUND	3,667,511	3,667,511	190,336
		250	FEDERAL MEDICAID PAYMENTS	190,086	190,086	51,553
	PROPERTY MANAGEMENT Total			3,857,597	3,857,597	241,889
1040	INFORMATION TECHNOLOGY	100	LOCAL FUND	5,692,571	5,692,571	1,310,629
		200	FEDERAL GRANT FUND	9,256,044	9,256,044	465,132
		250	FEDERAL MEDICAID PAYMENTS	3,507,480	3,507,480	624,205
		700	OPERATING INTRA-DISTRICT FUNDS	88,500	88,500	0
	INFORMATION TECHNOLOGY Total			18,544,595	18,544,595	2,399,966
1055	RISK MANAGEMENT	100	LOCAL FUND	1,301,085	1,301,085	195,124
		200	FEDERAL GRANT FUND	4,689,536	4,689,536	1,176,362
		250	FEDERAL MEDICAID PAYMENTS	1,008,972	1,008,972	206,107
		600	SPECIAL PURPOSE REVENUE FUNDS (OTYPE)	100,000	100,000	0
	RISK MANAGEMENT Total			7,099,593	7,099,593	1,577,593
1060	LEGAL SERVICES	100	LOCAL FUND	1,097,414	1,097,414	256,544
		200	FEDERAL GRANT FUND	311,828	311,828	77,535
	LEGAL SERVICES Total			1,429,242	1,429,242	334,079
1080	COMMUNICATIONS	100	LOCAL FUND	465,452	465,452	94,210
		250	FEDERAL MEDICAID PAYMENTS	280,065	280,065	76,802
	COMMUNICATIONS Total			745,517	745,517	171,012
1085	CUSTOMER SERVICE	250	FEDERAL MEDICAID PAYMENTS	58,443	58,443	0
	CUSTOMER SERVICE Total			58,443	58,443	0
1090	PERFORMANCE MGMT	100	LOCAL FUND	2,922,020	2,922,020	519,096
		200	FEDERAL GRANT FUND	1,139,418	1,139,418	251,740
		250	FEDERAL MEDICAID PAYMENTS	462,232	462,232	134,552
		700	OPERATING INTRA-DISTRICT FUNDS	0	0	0
	PERFORMANCE MGMT Total			4,523,670	4,523,670	905,387
	AGENCY MANAGEMENT PROGRAM TOTAL			36,335,926	36,335,926	6,360,274
110F	BUDGET OPERATIONS	100	LOCAL FUND	226,925	226,925	60,040
		200	FEDERAL GRANT FUND	788,522	788,522	84,362
	BUDGET OPERATIONS Total			1,015,447	1,015,447	144,402
120F	ACCOUNTING OPERATIONS	100	LOCAL FUND	774,818	774,818	274,869
		200	FEDERAL GRANT FUND	1,355,381	1,355,381	374,338
	ACCOUNTING OPERATIONS Total			2,130,199	2,130,199	599,207
130F	ACFO	100	LOCAL FUND	281,102	281,102	75,192
	ACFO Total			281,102	281,102	75,192
	AGENCY FINANCIAL OPERATIONS TOTAL			3,426,748	3,426,748	818,802
2011	BURIAL ASSISTANCE	100	LOCAL FUND	438,231	438,231	13,550
	BURIAL ASSISTANCE Total			438,231	438,231	13,550
2012	GENERAL ASSISTANCE FOR CHILDREN	100	LOCAL FUND	725,094	725,094	135,159
	GENERAL ASSISTANCE FOR CHILDREN Total			725,094	725,094	135,159
2013	INTERIM DISABILITY ASSISTANCE	100	LOCAL FUND	2,545,005	2,545,005	325,710
		600	SPECIAL PURPOSE REVENUE FUNDS (OTYPE)	800,000	800,000	0
	INTERIM DISABILITY ASSISTANCE Total			3,345,005	3,345,005	325,710
2020	TEMPORARY ASST TO NEEDY FAMILIES (TANF)	100	LOCAL FUND	0	0	0
		200	FEDERAL GRANT FUND	1,445,000	1,028,500	66,849
	TEMPORARY ASST TO NEEDY FAMILIES (TANF) Total			1,445,000	1,028,500	66,849
2021	CASH ASSISTANCE (TANF)	100	LOCAL FUND	56,370,000	55,623,942	20,744,704
		150	FEDERAL PAYMENTS	15,000,000	15,000,000	0
		200	FEDERAL GRANT FUND	38,170,000	38,170,000	3,114,236
		700	OPERATING INTRA-DISTRICT FUNDS	800,000	800,000	0
	CASH ASSISTANCE (TANF) Total			110,340,000	109,593,942	23,858,940
2022	JOB OPPORTUNITY AND TRAINING (TANF)	100	LOCAL FUND	3,870,598	3,870,598	272,413
		200	FEDERAL GRANT FUND	24,577,988	24,594,488	2,160,598
	JOB OPPORTUNITY AND TRAINING (TANF) Total			28,448,586	28,465,086	2,433,011
2024	SUPPLEMENTAL FOOD ASSISTANCE	100	LOCAL FUND	1,155,000	1,155,000	272,699
	SUPPLEMENTAL FOOD ASSISTANCE Total			1,155,000	1,155,000	272,699
2030	CASE MANAGEMENT	100	LOCAL FUND	7,990,565	7,990,565	1,520,775
		200	FEDERAL GRANT FUND	14,159,852	14,159,852	2,149,979
		250	FEDERAL MEDICAID PAYMENTS	2,766,691	2,766,691	756,707
		700	OPERATING INTRA-DISTRICT FUNDS	0	0	0
	CASE MANAGEMENT Total			24,917,108	25,965,020	4,427,462
2040	ELIGIBILITY DETERMINATION SERVICES	100	LOCAL FUND	47,884,905	46,640,963	8,492,583
		200	FEDERAL GRANT FUND	16,708,834	21,141,411	3,442,313
		250	FEDERAL MEDICAID PAYMENTS	7,849,590	7,849,590	1,639,090
		700	OPERATING INTRA-DISTRICT FUNDS	1,717,333	1,717,333	385,314
	ELIGIBILITY DETERMINATION SERVICES Total			74,158,662	81,259,297	14,059,299
2055	MONITORING AND QUALITY ASSURANCE	100	LOCAL FUND	2,897,273	2,897,273	689,120
		200	FEDERAL GRANT FUND	4,892,616	4,892,616	1,269,493
		250	FEDERAL MEDICAID PAYMENTS	0	0	0
	MONITORING AND QUALITY ASSURANCE Total			7,289,889	7,289,889	1,958,613
2065	EARLY EDUCATION SUBSIDY TRANSFER	100	LOCAL FUND	35,000,000	35,000,000	0
		200	FEDERAL GRANT FUND	12,750	12,750	0
	EARLY EDUCATION SUBSIDY TRANSFER Total			35,012,750	35,012,750	0
	ECONOMIC SECURITY ADMINISTRATION TOTAL			287,275,324	295,643,950	47,551,293
5010	ADULT PROTECTIVE SERVICES	100	LOCAL FUND	0	0	0
		200	FEDERAL GRANT FUND	0	0	0
	ADULT PROTECTIVE SERVICES Total			0	0	0
5013	HOMELESS PREVENTION	100	LOCAL FUND	5,438,700	5,438,700	1,338,597
	HOMELESS PREVENTION Total			5,438,700	5,438,700	1,338,597
5014	EMERGENCY RENTAL ASSISTANCE (ERAP)	100	LOCAL FUND	15,023,445	23,373,817	3,994,885
	EMERGENCY RENTAL ASSISTANCE (ERAP) Total			15,023,445	23,373,817	3,994,885
5020	DOMESTIC VIOLENCE SERVICES	100	LOCAL FUND	1,590,397	1,590,397	74,251
		200	FEDERAL GRANT FUND	768,394	768,394	0
	DOMESTIC VIOLENCE SERVICES Total			2,358,791	2,358,791	74,251
5021	TRANSITIONAL HOUSING YOUTH	100	LOCAL FUND	10,087,159	10,087,159	0
		700	OPERATING INTRA-DISTRICT FUNDS	370,000	370,000	0
	TRANSITIONAL HOUSING YOUTH Total			10,457,159	10,457,159	0
5022	YOUTH SERVICES	100	LOCAL FUND	10,034,771	10,034,771	2,461,098
		200	FEDERAL GRANT FUND	280,643	280,643	72,475
		700	OPERATING INTRA-DISTRICT FUNDS	99,927	99,927	55,431
	YOUTH SERVICES Total			10,415,341	10,415,341	2,589,005
5023	HOMELESS SERVICE CONTINUUM - YOUTH	100	LOCAL FUND	635,638	635,638	36,439
	HOMELESS SERVICE CONTINUUM - YOUTH Total			635,638	635,638	36,439
5024	PERMANENT SUPPORTIVE HOUSING - YOUTH	100	LOCAL FUND	3,681,724	3,681,724	640,643
	PERMANENT SUPPORTIVE HOUSING - YOUTH Total			3,681,724	3,681,724	640,643
5026	TRANSITIONAL AGE YOUTH SHELTER	100	LOCAL FUND	1,980,000	1,980,000	0
	TRANSITIONAL AGE YOUTH SHELTER Total			1,980,000	1,980,000	0
5027	RAPID REHOUSING - YOUTH	100	LOCAL FUND	1,200,000	1,200,000	0
	RAPID REHOUSING - YOUTH Total			1,200,000	1,200,000	0
5028	RAPID REHOUSING - INDIVIDUALS (RRH-I)	100	LOCAL FUND	5,831,635	5,831,635	827,433
		200	FEDERAL GRANT FUND	0	0	0
	RAPID REHOUSING - INDIVIDUALS (RRH-I) Total			5,831,635	5,831,635	827,433
5029	RAPID REHOUSING - FAMILIES (RRH-F)	100	LOCAL FUND	28,993,571	50,204,583	24,300,000
		200	FEDERAL GRANT FUND	1,444,700	1,444,700	0
	RAPID REHOUSING - FAMILIES (RRH-F) Total			30,438,271	51,649,283	24,300,000
5032	PERMANENT SUPPORTIVE HOUSING	200	FEDERAL GRANT FUND	4,935,176	4,935,176	0
	PERMANENT SUPPORTIVE HOUSING Total			4,935,176	4,935,176	0
5034	PERMANENT SUPPORTIVE HOUSING - INDIV	100	LOCAL FUND	71,435,449	52,435,449	6,126,695
		150	FEDERAL PAYMENTS	270,312	19,270,312	0
		200	FEDERAL GRANT FUND	0	0	0
	PERMANENT SUPPORTIVE HOUSING - INDIV Total			71,705,761	71,705,761	6,126,695
5035	PERMANENT SUPPORTIVE HOUSING - FAMILIES	100	LOCAL FUND	29,309,667	29,309,667	3,122,872
	PERMANENT SUPPORTIVE HOUSING - FAMILIES Total			29,309,667	29,309,667	3,122,872
5037	HOMELESS SERVICES CONTINUUM - FAMILIES	100	LOCAL FUND	62,944,115	62,944,115	5,771,073
		150	FEDERAL PAYMENTS	0	0	0
		200	FEDERAL GRANT FUND	4,019,501	4,019,501	448,352
	HOMELESS SERVICES CONTINUUM - FAMILIES Total			66,963,615	66,963,615	6,219,425
5038	HOMELESS SERVICES CONTINUUM-INDIVIDUALS	100	LOCAL FUND	24,354,068	23,379,068	1,539,764
		150	FEDERAL PAYMENTS	0	975,000	0
		200	FEDERAL GRANT FUND	222,611	222,611	65,371
		700	OPERATING INTRA-DISTRICT FUNDS	427,088	427,088	103,527
	HOMELESS SERVICES CONTINUUM-INDIVIDUALS Total			25,003,767	25,003,767	1,708,662
5039	HOMELESS SERVICES CONTINUUM - GENERAL	100	LOCAL FUND	60,311,151	60,311,151	905,828
		150	FEDERAL PAYMENTS	29,565,009	186,129,246	131,641,683
		200	FEDERAL GRANT FUND	2,638,218	2,638,218	181,878
		450	PRIVATE DONATIONS	0	0	0
		700	OPERATING INTRA-DISTRICT FUNDS	0	0	0
	HOMELESS SERVICES CONTINUUM - GENERAL Total			92,514,418	249,078,655	132,725,389
5040	REFUGEE RESETTLEMENT	200	FEDERAL GRANT FUND	1,874,462	1,874,462	47,988
	REFUGEE RESETTLEMENT Total			1,874,462	1,874,462	47,988
5060	STRONG FAMILIES	100	LOCAL FUND	1,030,517	1,030,517	139,570
		200	FEDERAL GRANT FUND	1,755,078	1,755,078	484,129
	STRONG FAMILIES Total			2,785,596	2,785,596	633,699
5090	COMMUNITY SERVICES BLOCK GRANT	200	FEDERAL GRANT FUND	11,668,966	11,668,966	1,990,709
	COMMUNITY SERVICES BLOCK GRANT Total			11,668,966	11,668,966	1,990,709
5095	SUBSIDY TRANSFER	200	FEDERAL GRANT FUND	229,251	229,251	0
	SUBSIDY TRANSFER Total			229,251	229,251	0
				394,451,383	580,347,753	186,380,699
				723,489,380	917,754,377	241,111,661

186,221,735.11

370,000

99,927

427,088

187,118,750.11

Attachments #8 and #13

SELLER Agency/Code	BUYER Agency/Code	Funding Source	Program / Activity Code	PURPOSE	FY21 MOU TOTAL	Transfer Date	Letter of Intent Received
DCHR - BED	DHS - JAO	LOCAL/FEDERAL	Economic Security Administration/ 2040; Agency Management Program /1010; Family Services Administration 5039	DCHR to provide employment screening services	\$21,934.49	12/4/20	NO
OCTO-TOO	DHS - JAO	LOCAL	Economic Security Administration/2022	Software assurance services, i.e., verification and testing, for compliance with OCTO Standard for DHS/OIS developed Customer Assessment and Tracking Case History (CATCH2) application, and documentation.	\$120,000.00	12/3/20	NO
DBH - RMO	DHS - JAO	LOCAL	Economic Security Administration/2022	To co-locate 4 DBH mental health staff @ 2 ESA Assessmt Ctrs to help TANF customers overcome mental health barriers, and guide & assist ESA staff.	\$559,160.03	3/15/21	YES
DOH- HCO	DHS - JAO	FEDERAL	Economic Security Administration	The purpose of the MOU is to establish the terms and conditions under which DOH shall implement the provision of SNAP-Ed programs and Services	\$1,582,508.00	N/A	NO
HGO	DHS - JAO	LOCAL	Family Services Administration/5038	To establish the terms and conditions under which DMHHS shall hire, train, and supervise two (2) Homeless Encampment Outreach Navigators to support outreach services for District residents experiencing homelessness and residing in encampments and to support one (1) Deputy Chief of Staff position for her work with DHS on the Federal Emergency Rental Assistance Program.	231,375.40	12/8/2020 & 8/23/2021	NO
AAO	DHS - JAO	LOCAL	Family Services Administration/ 5013	Provide services to Homeless LGBTQ Youth	165,000.00	12/4/20	NO
OCTO -TOO	DHS - JAO	LOCAL/FEDERAL	Agency Management Program/1040	This MOU covers DHS for the costs for FileNet/Datacap licenses, system break fix and support and maintenance for the DHS FileNet Environment (DIMS)	\$272,810.09	1/13/21	NO
OUC -UCO	DHS - JAO	FEDERAL	Agency Management Program/1010	OUC to ensure the Citywide Radio System adequately supports the city's public safety agencies and first responders	\$1,993.07	2/18/21	NO
JAO	POD	INTRA-DISTRICT	Agency Management Program/1010	To support expenditures related to COVID-19 response activities	8,181,022.62	4/23/21	NO
JAO	RLD	INTRA-DISTRICT	Family Services Administration/5022	To support the expansion of the PASS program	98,484.73	3/31/21	YES
RLD	JAO	FEDERAL	Family Services Administration/5040	To provide residential foster care, social services to unaccompanied refugee minors who are in the custody of DC.	1,823,722.56	Fully Executed 3/4 (Reimbursable)	YES
JAO	RMD	FEDERAL	Family Services Administration/5038	To hire the Homeless Opioid User Supportive Engagement (H.O.U.S.E) Initiative team	429,549.05	04/17/2021	YES
MORCA -RCO	DHS - JAO	FEDERAL	Economic Security Administration/ 2030	To expand upon ESA/FSET program by providing educational services, resources and job placement for Returning Citizens	204,527.00	1/6/21	NO
OMSE -NSO	DHS - JAO	FEDERAL	Economic Security Administration/ 2030	To provide eligible SNAP E&T employment and case management services	452,388.00	Fully Executed 1/8 (Reimbursable)	NO
SBPA- UDC	DHS - JAO	FEDERAL	Economic Security Administration/ 2020	Help TANF customers overcome barriers to obtaining jobs that provide full benefits and offer opportunities for wage progression through Paving Access Trails for Higher Security (PATHS) services.	1,000,000.00	N/A	NO
JAO	TOO	FEDERAL	Agency Management Program/1055	Memorialize the services involved in the data integrations for DHS/ESA	5,000.00	6/22/21	NO
JAO	KGO	FEDERAL	Economic Security Administration/ 2021	The goal of this MOU is to administer the Heat and Eat program in order to provide SNAP eligible households with energy benefits that maximize food stamp assistance for which they qualify	800,000.00	9/8/21	NO
JAO	HTD	LOCAL	Agency Management Program/1040	Internal Comprehensive Review (ICR) of the District's Supplemental Nutrition Assistance Program (SNAP)	215,000.00	7/7/21	NO
JAO	HTD	LOCAL	Agency Management Program/1040	DCAS FY21 APD Deliverables (BPR contract maintenance)	88,500.00	9/15/21	YES
HTD	JAO	FEDERAL	Agency Management Program/1040	To lay out the responsibilities of DHS and DHCF with regards to the Operation & Maintenance of the DCAS System and to clarify the terms with regard to the cost allocation and funding.	4,999,428.00	9/30/21	YES
HTD	JAO	FEDERAL	Agency Management Program/1040	To lay out the responsibilities of DHS and DHCF with regards to the implementation of the DCAS System and to clarify the terms with regard to the cost allocation and funding.	1,315,977.00	9/15/21	NO
CFO	JAO	FEDERAL	Economic Security Administration/ 2030	FSET expansion of year round youth employment program; provide occupational skills training, work-based learning, job readiness, placement	1,424,530.00	Fully Executed 3/2/2021 (Reimbursable)	YES
TOO	JAO	LOCAL	Agency Management Program/1040	Design, develop, and launch a new web site to better serve all stakeholders (residents, businesses, and community leaders)	30,000.00	9/10/21	NO
OCTO -TOO	DHS - JAO	LOCAL	Family Services Administration /5038	To cover OCTO/DC-NET internet backhaul services and WIFI deployment to support in unit WIFI services to residents at DHS homeless and transitional housing sites	\$331,670.00	8/13/21	NO
JAO	EBD	FEDERAL	Family Services Administration/5039	To administer STAY DC Federal Rental Assistance Program	8,187,000.00	6/22/21	NO
JRD	JAO	LOCAL	Family Services Administration/5034	Sign language interpretation for meetings, conferences, trainings, & other interactions with District residents and consumers who are deaf and hard-of-hearing.	3,980.00	10/19/21	NO
ATD	JAO	LOCAL/FEDERAL	Economic Security Administration/ 2040	EBT - The issuance of TANF Electronic Benefits Transfer (EBT) cards, training, customer services, & services to implement the federal Middle Class Tax Relief and Job Creation Act of 2012.	808,363.00	9/24/21	NO
ATD	JAO	FEDERAL	Economic Security Administration	EBT - Food Stamp electronic benefit transactions. DHS invoices OPT for administration of the issuance of Food Stamp benefits & re-issuance of EBT cards, training and customer service provided by OPT in coordination with the District's EBT contractor, eFunds Corp.	753,082.00	N/A	NO
GDO	JAO	FEDERAL	Economic Security Administration - 2040 & 2065 and Family Services Administration -5095	Funds child care subsidy for low income families participating in work related activities and to support childcare subsidy services provided to child development facilities	37,189,696.00	9/30/21	NO
JAO	GDO	LOCAL	Economic Security Administration / 2040	To support the DHS Child Care Services Division to determine eligibility for child care services under the subsidy	1,528,848.80	9/30/21	YES
JAO	GW0	INTRA-DISTRICT	Economic Security Administration / 2030	Services for eligible SNAP E & T training, employment and case management	150,000.00	8/4/21	NO
AM0	JAO	FEDERAL CARE ACT	Family Services Administration/5037	FY21 to expand COVID-19 operations at Pat Handy Shelter	1,719,262.80	9/30/21	NO
HA0	JAO	LOCAL	Family Services Administration/5037	DHS to rent space for back to school event for individuals experiencing homelessness	865.00	9/30/21	NO
AM0	JAO	FEDERAL CARE ACT	Family Services Administration/5039	FY21 Supplemental - protective services officers and FMD janitorial services at homeless and/or hypothermia shelters	4,973,201.77	6/14/21	NO
JAO	J2D	LOCAL	Family Services Administration/5021	To provide funding for youth under the supervision of DYRS to receive Transitional Housing services. Maintain eight apartments for homeless transitional age youth.	370,000.00	5/17/21	YES
CFO	JAO	LOCAL/FEDERAL	Economic Security Administration/ 2030 & 2040	Defines the roles and responsibilities of DC WIC and DHS, as they relate to the operation and continued development of the local workforce system, which consists of all Workforce Innovation and Opportunity Act (WIOA) required one-stop partner programs listed in Section 6 of this Agreement, and is led by the District's network oBACS.	60,702.96	6/29/21	NO
CB0	JAO	LOCAL	Agency Management Program/1055	To provide litigation, advice-giving & programmatic support with reference to welfare fraud cases.	129,236.00	9/30/21	NO
GDO	JAO	FEDERAL	Economic Security Administration/ 2020	To provide financial assistance for eligible TANF recipients to pursue post secondary degrees or certificate programs	100,000.00	6/16/21	YES
JAO	HGO	LOCAL	Family Services Administration/5038	To provide stipends for eligible ICH members	20,000.00	1/8/21	NO
DCHA	JAO	LOCAL/FEDERAL	Family Services Administration/ 5035	To provide funding to DCHA required to administer FRSP rental assistance payments, and for DHCA and DHS to work together to stabilize the housing of FRSP families and streamline the monthly rental payments of FRSP subsidies participating landlords	75,000,000.00	N/A	NO
DCHA	JAO	LOCAL	Family Services Administration/ 5034	DHS to provide funding and other resources to DCHA required to administer PSHP rental assistance payments, and for DHCA and DHS to work together to stabilize the housing of PSHP families and streamline the monthly rental payments of PSHP subsidies participating landlords	12,000,000.00	N/A	NO

DEPARTMENT OF HUMAN SERVICES (JA0)

FISCAL YEAR 2022

SELLER Agency/Code	BUYER Agency/Code	Funding Source	Program / Activity Code	PURPOSE	FY22 MOU TOTAL	Transfer Date	Letter of Intent Received
DCHR - BE0	DHS - JA0	LOCAL/FEDERAL	Economic Security Administration/ 2040; Agency Management Program/1010; Family Services Administration 5039	DCHR to provide employment screening services	\$20,932.60	12/28/21	NO
DBH - RM0	DHS - JA0	LOCAL	Economic Security Administration/2022	To co-locate 4 DBH mental health staff @ 2 ESA Assessment Centers to help TANF customers overcome mental health barriers, and guide & assist ESA staff.	\$471,745.41	12/28/21	YES
DOH- HC0	DHS - JA0	FEDERAL	Economic Security Administration	The purpose of the MOU is to establish the terms and conditions under which DOH shall implement the provision of SNAP-Ed programs and Services.	\$1,683,330.00	N/A	NO
HG0	DHS - JA0	LOCAL	Family Services Administration/5038 & 5039	To establish the terms and conditions under which DMHHS shall hire, train, and supervise two (2) Homeless Encampment Outreach Navigators to support outreach services for District residents experiencing homelessness and residing in encampments and to support three (3) staff members for the Interagency Council on Homelessness (ICH).	573,575.82	N/A	NO
AA0	DHS - JA0	LOCAL	Family Services Administration/ 5013	Provide services to Homeless LGBTQ Youth	165,000.00	2/2/22	NO
PO0	JA0	LOCAL	Family Services Administration/5038 & 5039	To support two (2) staff members for the Office of Contract and Procurement	259,292.00	12/27/21	NO
RLO	JA0	FEDERAL	Family Services Administration/5040	To provide residential foster care, social services to unaccompanied refugee minors who are in the custody of DC.	1,920,997.57	Reimbursable	YES
MORCA - RC0	DHS - JA0	FEDERAL	Economic Security Adminstration/ 2030	To expand upon ESA/FSET program by providing educational services, resources and job placement for Returning Citizens	204,527.00	12/28/21	NO
ONSE - NS0	DHS - JA0	FEDERAL	Economic Security Adminstration/ 2030	To provide eligible SNAP E&T employment and case management services	1,131,548.00	Fully Executed 1/27 (Reimbursable)	NO
CFO	JA0	FEDERAL	Economic Security Adminstration/ 2030	FSET expansion of year round youth employment program; provide occupational skills training, work-based learning, job readiness, placement	1,406,530.00	(Reimbursable)	YES
GD0	JA0	FEDERAL	Economic Security Adminstration/ 2020	To provide financial assistance for eligible TANF recipients to pursue post secondary degrees or certificate programs	100,000.00	12/17/21	YES
DCHA	JA0	LOCAL/FEDERAL	Family Services Administration/ 5035	DHS to provide funding and other resources to DCHA required to administer FRSP rental assistance payments, and for DHCA and DHS to work together to stabilize the housing of FRSP families and streamline the monthly rental payments of FRSP subsidies participating landlords	40,000,000.00	N/A	NO
DCHA	JA0	LOCAL	Family Services Administration/ 5034	DHS to provide funding and other resources to DCHA required to administer PSHP rental assistance payments, and for DHCA and DHS to work together to stabilize the housing of PSHP families and streamline the monthly rental payments of PSHP subsidies participating landlords	11,000,000.00	N/A	NO
GD0	JA0	FEDERAL	Economic Security Adminstration - 2040 & 2065 and Family Services Administration - 5095	To fund child care subsidy for low income families participating in work related activities and to support childcare subsidy services provided to child development facilities	31,242,001.00	N/A	NO
JA0	GD0	LOCAL	Economic Security Adminstration / 2040	To support the DHS Child Care Services Division to determine eligibilty for child care services under the subsidy	1,821,493.98	N/A	YES
AM0	JA0	LOCAL	Family Services Administration /5034	To mitigate the spread of COVID-19, DGS/FMD shall work with the contractor, Soil and Land Use Technology, Inc. (SALUT) to place and service thirty-three (33) portable sinks at thirty-three (33) locations (1 device per location).	456,260.00	1/5/22	NO

Attachments #9 and #10

Department of Human Services
FY2021 REPROGRAMMING (within DHS)

DATE	AMOUNT	FUNDING	FROM - PROG/ACTIVITY/CSG	TO - PROG/ACTIVITY/CSG	REASON
1/13/21	\$29,000.00	FEDERAL	Agency Management Program/Performance Management(1090)-CSG 0020	Agency Management Program/Performance Management(1090)-CSG 0041	Funds are needed to support a key agency priority to provide tailored leadership and management training for employees of the Department of Human Services. Funds are no longer needed to provide office supplies due to the reduction of employees working in the office during the pandemic.
1/13/21	\$500,000.00	FEDERAL	Economic Security Administration/ CASH Assistance (TANF) (2021) CSG 0050	Economic Security Administration/TANF (2020) & Job Opportunity and Training(2022)- CSG 0050	Funds were needed for an assessment tool for TAPIT program and meet the funding needs of the TEP contracts.
2/10/21	\$27,291.00	FEDERAL	Economic Security Administration/Case Management (2030)- CSG 0050	Economic Security Administration/Case Management (2030)- CSG 0050	Funds were reprogrammed to align budget with the approved State Plan.
5/17/21	\$574,227.00	FEDERAL	Family Services Administration/CSBG (5090)/CSG 0040 & 0041	Family Services Administration/CSBG (5090)/- CSG 0050	Funds were needed to align budget with award allocation.
5/24/21	\$2,765,414.45	FEDERAL	Economic Security Administration/ CASH Assistance (TANF) (2021)/ CSG 0050	Economic Security Administration/Job Opportunity and Training (2022)- CSG 0050 & Eligibility Determination Services (2040)/ CSG 0041	Funds were reprogrammed to provide funding for document shredding and TEP program.
5/27/21	\$30,000.00	FEDERAL	Agency Fiscal Operations/Budget Operations(110F)/- CSG 0011 & 0014	Agency Fiscal Operations/Budget Operations- (110F)/CSG 0041	Funds were needed to align the budget with projected expenditures for the single audit
6/17/21	\$260,900.00	LOCAL	Agency Management Program/ Information Systems (1040)/- CSG 0011 & 0014	Agency Management Program/ Information Systems(1040)/-CSG 0020, 0040, & 0070	Funds were needed to support a range of agency operations - purchase of equipment; upgrades to the DHS website; contract for ongoing maintenance of a system that will expire in FY22; and the purchase of supplies to support mass care activities.
8/10/21	\$14,470.26	FEDERAL	Economic Security Administration/Eligibility Determination(2040)/ CSG 0041	Economic Security Administration/Eligibility Determination(2040)/ CSG 0040	Funds needed to provide required Amazon Web Services (AWS) training and development to staff on the required internal capacities to successfully support the transition of the P-EBT program infrastructure and full program dataset.
8/18/21	\$539,525.25	FEDERAL	Family Services Administration/Rapid Rehousing Families (5029)/CSG 0050	Family Services Administration/Rapid Rehousing Individuals (5028)/CSG 0050	Funds needed to align budget with projected spending for Rapid Rehousing Individuals (RRH-I).
10/27/21	\$227,183.00	FEDERAL	Economic Security Administration/Job Opportunity and Training (2022)/CSG 0050	Economic Security Administration/Cash Assistance (TANF) (2021)/CSG 0050	Funds were needed to align the budget with projected expenditures.

Department of Human Services
FY2022 REPROGRAMMING (within DHS)

DATE	AMOUNT	FUNDING	FROM - PROG/ACTIVITY/CSG	TO - PROG/ACTIVITY/CSG	REASON
10/25/21	\$373,029.22	LOCAL	Economic Services Administration/Cash Assistance (TANF)(2021)-CSG 0050	Economic Services Administration/Eligibility Determination (2040) -CSG 0041	Funds needed to support the Internal Comprehensive Review (ICR) contract and the DC Village benefits files shredding project
10/8/21	\$416,500.00	FEDERAL	Economic Services Administration/TANF (2020)-CSG 0050	Economic Services Administration/ Job Opportunity & Training (2022)-CSG 0050	Funds are needed to support the TANF on-line assessment tool, OCTO-CATCH MOU and DBH-MOU

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☐

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☐

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☐

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
- Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: 21IDCR/21

Amount of Request: \$30,000.00

Reviewed By: D.Rutherford-Felix

Review Date: 05.27.2021

(Budget Officer/ Supervisor)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia V. Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: May 27, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: Agency Financial Operations (AFO)

This memo is to request the reprogramming in the amount of \$30,000.00 for the Indirect Cost Recovery Grant (21IDCR). The reprogramming request will align the budget with projected expenditures.

Why are the funds needed?

The funds are needed to align the budget with projected expenditures for the single audit.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Agency Financial Operations (AFO), Organization code 100F from Index UCUB1, *Continuing Full-time* (object code 0111) and *Fringe Benefits* (object code 0147) to Index UCUB1, *Contractual Services* (object 0409).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If this action is postponed, DHS will be unable to fund their portion of the single audit.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

cc: Gordon McDonald, Deputy CFO for Budget and Planning

OPERATING BUDGET REPROGRAMMING REQUEST

[illegible]

TABLE 2
FY 2021 PERSONAL SERVICES EXPENDITURE FORECAST
As of April 30, 2021

AGENCY FISCAL OPERATIONS
Fund Type: INDIRECT COST RECOVERY

(1)		(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)		(14)	(15)
Pay Period End Dates: Pay Group 1: Pay Group 2: Pay Group 6:		Budgeted FTEs	PS Budget	PS Forecast for Remaining Pay Periods								Adjusted Per Projected Revenue	Revised YE Forecast	Variance, Year End		
				YTD PS Expenditures Actuals	Current No. On-Board FTEs	Vacant Positions (2-5)	Current Pay Period PS Expenditures	No. Pay Periods Remaining	Expenditures for Remaining Pay Periods (Straight Line)	Straight-Line YE Forecast (4+9)	Adjustment To Remaining Pay Periods			Add'l YE On- Board FTEs	FTE Variation (Over) Under Ceiling (2-5-13)	Variation (Over) Under PS Budget (3-12)
CSG 11, 12, 13, 14 Permanent, Temp, Fringe)																
	Pay Group 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Pay Group 2	14.63	1,539,851	770,677	11.63	3.00	49,140	10.93	537,029	1,307,705	36,192	1,343,897	(138,118)	1,205,779	1.0	2.00
	Pay Group 6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Subtotal, CSG 11, 12, 13, 14		14.63	1,539,851	770,677	11.63	3.00	49,140	-	537,029	1,307,705	36,192	1,343,897	(138,118)	1,205,779	1.0	2.00
CSG 15 (Overtime)																
CSG 99 (Payroll Default)				-			-	-	-	-	-	-				-
Total Fund		14.63	1,539,851	770,677	11.63	3.00	49,140	-	537,029	1,307,705	36,192	1,343,897	(138,118)	1,205,779	1.0	2.00
corresponding totals in Table 1			1,539,851									1,343,897	(138,118)	1,205,779		334,072
variance			-									-		-		-

Adjustment to Remaining Pay Period Worksheet

Item	Amount	Explanation
	36,192	New hire adjustment one (1) FTE
Total	36,192	
Adjustment Based on Projected Earnings	Amount	Explanation
	(138,118)	Adjustment from TANF to align budget with projected revenue
	0	

Total Projected Earnings Adjustment (138,118)

Total (101,926) (This total should = the Total Fund amount of column 11 in the above table)

S2 - OS12Secure - A - OS12 Production - UPPS / SOAR / ITAS - Rocket BlueZone Mainframe Display

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 04/06/21 04:52 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 100F PGM CODE: BUDG FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: 21IDCR 21 PROJECT/PH:
COMP SRC/GRP: 0011 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 AGENCY FINANCIAL OPERATIONS
PGM LEVEL: 03 BUDGET OPERATIONS (SERVICE LEVEL)
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 07 ADJUSTED BUDG: 383,347.19
BUDGET AVAIL: 247,314.83 BUDG % AVAIL: 64.51
EXPEND/BUDG %: 35.49 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 136,032.36- UNEXPND ALLOT: 136,032.36-
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 383,347.19
15 CASH EXPEND 145,143.83
17 ACCRUED EXP 9,111.47-

Z10 INVALID KEY PRESSED

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN366 16:52:18 4/6/2021 NUM 00:32:22 04.016

S2 - OS12Secure - A - OS12 Production - UPPS / SOAR / ITAS - Rocket BlueZone Mainframe Display

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 04/06/21 04:52 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 100F PGM CODE: BUDG FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: 21IDCR 21 PROJECT/PH:
COMP SRC/GRP: 0014 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 AGENCY FINANCIAL OPERATIONS
PGM LEVEL: 03 BUDGET OPERATIONS (SERVICE LEVEL)
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 07 ADJUSTED BUDG: 95,836.80
BUDGET AVAIL: 58,259.48 BUDG % AVAIL: 60.79
EXPEND/BUDG %: 39.21 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 37,577.32- UNEXPND ALLOT: 37,577.32-
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 95,836.80
15 CASH EXPEND 40,339.11
17 ACCRUED EXP 2,761.79-

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN366 16:52:47 4/6/2021 NUM 00:32:51 04.016

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 04/06/21 04:53 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 100F PGM CODE: BUDG FUNC CODE: _____
AP FUND: _____ FUND: 8200 GRANT/PH: 21IDCR 21 PROJECT/PH: _____
COMP SRC/GRP: 0041 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 AGENCY FINANCIAL OPERATIONS
PGM LEVEL: 03 BUDGET OPERATIONS (SERVICE LEVEL)
FUNC LEVEL: _____
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 07 ADJUSTED BUDG: 237,148.00
BUDGET AVAIL: 237,148.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 237,148.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN366 16:53:12 4/6/2021 NUM 00:33.16 04.016

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

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Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☐

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☐

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
- Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: N/A

Amount of Request: \$260,900.00

Reviewed By: D. Rutherford-felix
(Budget Officer/ Supervisor)

Review Date: 06/22/2021

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES




OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Office of Legislative Support, EOM

THRU: Delicia Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

Laura Zeilinger  for LZ
Agency Director, Department of Human Services

DATE: June 16, 2021

SUBJECT: Request for Reprogramming of Local Funds for FY 2021: Agency Management Program (AMP)

The Department of Human Services (DHS), Agency Management Program is requesting the reprogramming of \$260,900.00 in local fund 0100. The request is necessary to support a range of agency operations.

Why are the funds needed?

The funds are needed to support a range of agency operations. During the PHE, the agency became dependent on specific tools that allow for remote collaboration. In order to support continued telework, flexible work schedules, and continuity of operations, DHS needs to purchase equipment that will enable use of videoconferencing from desktops and conference rooms. The Office of Information Systems also needs resources to pay OCTO for much needed upgrades to the DHS website as well as a contract for ongoing maintenance of a system that will not sunset until FY22. The Office of Emergency Management needs to purchase replacement radios, laptops/Ipads, and supplies that support mass care activities. Funds will also be used for supplies and equipment for outreach efforts and a moving contract to support the Fort Davis facility renovation.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Agency Management Program/Office of Information Systems (AMP); Organization code 1000 from Index APISU *Continuing Full-Time* (object 0111), *Fringe Benefits* (object 0147) to Index APISU, *Supplies* (object 0201), *Office Support* (object 0410), and *Equipment & Equipment Rental* (object 0701, and 0704).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If this action is postponed, employees will be required to bring their laptops to the office daily and risk damage and loss since they won't be able to use their desktops or conference rooms for team meetings. There will be insufficient equipment for a mass care event. The Fort Davis Service Center may need to remain closed for an extended period if equipment and furniture can't be removed to enable renovations. Outreach efforts will be less effective and critical information will not be accessible to the public without website improvements.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

cc: Eric Cannady, Deputy CFO for Budget and Planning

Attachment A -- Local (0100)

Reprogramming Budget Request/SOAR Budget Entry Form

Government of the District of Columbia		Originating Agency Name and Code: Department of Human Services (JA0)				Fund and Code: Local funds (0100)					
APPROVAL REQUIRED FOR THE FOLLOWING:		APPROVAL LEVEL:		Agency Director: <i>(signature)</i> Laura Zeilinger		Budget Fiscal Year: 2021					
				Agency CFO: <i>D. Rutherford-Felix for H. Bernard</i> Hayden Bernard							
Shift Between Agencies		Agency		Associate CFO: <i>(signature)</i> Delicia Moore							
X Shift Between Activities		OBP									
Shift Between Programs		X DC Council		Budget Reprogramming Amount Requested: \$260,900.00		DATE					
				Prepared By: Crystal Whittaker		06/16/21					
Program Code	Activity Code	Program Name	PCA	Index	Object	Object Class	Original Budget Amount	Current Budget Amount	Amount of Decrease (-)	Amount of Increase (+)	Revised Budget Amount
1000	1040	AMP - Office of Information Systems	AS102	APISU	0111	0111	\$1,289,997.97	\$648,680.31	(\$195,675.00)		\$453,005.31
1000	1040	AMP - Office of Information Systems	AS102	APISU	0147	0147	\$322,499.50	\$181,100.37	(\$65,225.00)		\$115,875.37
1000	1040	AMP - Office of Information Systems	AS102	APISU	0201	0201	\$0.00	\$0.00	\$0.00	\$36,800.00	\$36,800.00
1000	1040	AMP - Office of Information Systems	AS102	APISU	0410	0410	\$0.00	\$0.00	\$0.00	\$86,000.00	\$86,000.00
1000	1040	AMP - Office of Information Systems	AS102	APISU	0701	0701	\$0.00	\$0.00	\$0.00	\$20,000.00	\$20,000.00
1000	1040	AMP - Office of Information Systems	AS102	APISU	0704	0704	\$0.00	\$0.00	\$0.00	\$118,100.00	\$118,100.00
											\$0.00
TOTAL							\$1,612,497.47	\$829,780.68	(\$260,900.00)	\$260,900.00	\$829,780.68
Justification of Reprogramming Proposal:											
The funds are needed to support a range of agency operations; purchase of equipment; upgrades to the DHS website; contract for ongoing maintenance of a system that will expire in FY22; and the purchase of supplies to support mass care activities.											

For OBP Use Only:

Approvals				
TASK	NAME	DATE	TITLE	PHONE
Keyed in SOAR By:				
Released in SOAR By:				
Approved By:				
(If Applicable)				
Override Approved by:				

Document Information (For OBP Use Only)

Doc Number:	
Batch Type:	
Batch Agency:	
Doc Date:	
Effective Date:	
MPCD Code:	

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 06/16/21 03:30 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **1000** PGM CODE: **S102** FUNC CODE: **_____**
AP FUND: **0100** GRANT/PH: **_____** PROJECT/PH: **_____**
COMP SRC/GRP: **0011** OBJ/COBJ/AGY OBJ: **_____** AGY OBJ GROUP: **_____**
ORG LEVEL: **02** MANAGEMENT SERVICES
PGM LEVEL: **03** OFFICE OF INFORMATION SYSTEMS
FUNC LEVEL: **_____**
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **09** ADJUSTED BUDG: **1,289,997.97**
BUDGET AVAIL: **648,680.31** BUDG % AVAIL: **50.29**
EXPEND/BUDG %: **49.71** ALLOT/BUDG %: **0.00**
ALLOTMENT BAL: **641,317.66-** UNEXPND ALLOT: **641,317.66-**
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU **1,289,997.97**
15 CASH EXPEND **690,227.54**
17 ACCRUED EXP **48,909.88-**

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN704 15:30:09 6/16/2021 NUM 02:18:19 04.016

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 06/16/21 03:30 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **1000** PGM CODE: **S102** FUNC CODE: **_____**
AP FUND: **0100** GRANT/PH: **_____** PROJECT/PH: **_____**
COMP SRC/GRP: **0014** OBJ/COBJ/AGY OBJ: **_____** AGY OBJ GROUP: **_____**
ORG LEVEL: **02** MANAGEMENT SERVICES
PGM LEVEL: **03** OFFICE OF INFORMATION SYSTEMS
FUNC LEVEL: **_____**
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **09** ADJUSTED BUDG: **322,499.50**
BUDGET AVAIL: **181,100.37** BUDG % AVAIL: **56.16**
EXPEND/BUDG %: **43.84** ALLOT/BUDG %: **0.00**
ALLOTMENT BAL: **141,399.13-** UNEXPND ALLOT: **141,399.13-**
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU **322,499.50**
15 CASH EXPEND **153,133.53**
17 ACCRUED EXP **11,734.40-**

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN704 15:30:42 6/16/2021 NUM 02:18:52 04.016

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 06/16/21 03:31 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 1000 PGM CODE: S102 FUNC CODE: _____
AP FUND: FUND: 0100 GRANT/PH: _____ PROJECT/PH: _____
COMP SRC/GRP: 0020 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 MANAGEMENT SERVICES
PGM LEVEL: 03 OFFICE OF INFORMATION SYSTEMS
FUNC LEVEL: ** UNKNOWN FUNCTION CODE **
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 09 ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT

NO RECORD FOUND

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN704 15:31:28 6/16/2021 NUM 02:19:37 04.016

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 06/16/21 03:32 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 1000 PGM CODE: S102 FUNC CODE: _____
AP FUND: FUND: 0100 GRANT/PH: _____ PROJECT/PH: _____
COMP SRC/GRP: 0040 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 MANAGEMENT SERVICES
PGM LEVEL: 03 OFFICE OF INFORMATION SYSTEMS
FUNC LEVEL: _____
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 09 ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
15 CASH EXPEND .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN704 15:32:13 6/16/2021 NUM 02:20:23 04.016

File Edit Session Options Transfer View Script Help



Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 06/16/21 03:32 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **A0** AY: **21** ORG CODE: **1000** PGM CODE: **S102** FUNC CODE: _____
AP FUND: _____ FUND: **0100** GRANT/PH: _____ PROJECT/PH: _____
COMP SRC/GRP: **0070** OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: **02** MANAGEMENT SERVICES
PGM LEVEL: **03** OFFICE OF INFORMATION SYSTEMS
FUNC LEVEL: ** UNKNOWN FUNCTION CODE **
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **09** ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT

NO RECORD FOUND

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN704 15:32:30 6/16/2021 NUM 02:20:40 04.016

TABLE 2
FY 2021 PERSONAL SERVICES EXPENDITURE FORECAST
As of May 31, 2021
Agency Management Program

Department of Human Services (JA0)

Fund Type Local (0100)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
			PS Forecast for Remaining Pay Periods															
Pay Period End Dates:			Budgeted FTEs	PS Budget	YTD PS Expenditures Actuals	Current No. On-Board FTEs	Vacant Positions (D-G)	Current Pay Period PS Expenditures	No. Pay Periods Remaining	Expenditures for Remaining Pay Periods (Straight Line)	Straight-Line YE Forecast (F+K)	Adjustment To Remaining Pay Periods	Adjusted YE PS Forecast (L+M)	Adjustment Per Projected Revenue	Revised YE PS Forecast	Add'l YE On-Board FTEs	FTE Variation (Over) Under Ceiling (D-G-Q)	Variance, Year End Variation (Over) Under PS Budget (E-P)
Pay Group																		
Pay Group																		
Pay Group																		
CSG 11, 12, 13, 14 Permanent, Temp, Fringe)																		
Pay Group 1			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pay Group 2			72.8	9,905,337	5,630,256	63.1	9.7	328,336	8.71	2,861,211	8,491,467	149,985	8,641,452	207,143	8,848,595	6.9	2.7	1,056,743
Pay Group 6			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Subtotal, CSG 11, 12, 13, 14			72.8	9,905,337	5,630,256	63.1	9.7	328,336	8.71	2,861,211	8,491,467	149,985	8,641,452	207,143	8,848,595	6.9	2.7	1,056,743
CSG 15 (Overtime)			-	-	137,598	-	-	11,130	8.71	96,987	234,585	(16,017)	218,568	-	218,568	-	-	(218,568)
CSG 99 (Payroll Default)			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Total Fund	72.8	9,905,337	5,767,854	63.1	9.7	339,465	8.71	2,958,198	8,726,052	133,968	8,860,019	207,143	9,067,162	6.9	2.7	838,175
corresponding totals in Table 1		9,905,337								133,968	8,860,019	207,143	9,067,162			838,175
variance		-								-	-	-	-			0

Adjustment to Remaining Pay Period Worksheet

Item	Amount	Explanation
	149,985	New hire adjustment 7.4 FTE's
	(47,344)	COVID Overtime Adjustment reimburseable 100% FEMA
	6,594	Overtime adjustment from Medicaid (no COVID support)
	24,733	Overtime adjustment from Federal (no COVID support)
Total	133,968	

Adjustment Based on Projected Ear	Amount	Explanation
	207,143	Adjustment from Medicaid to align budget with projected revenue
	-	
Total Projected Earnings Adjustr	207,143	

Total **341,111** (This total should = the Total Fund amount of column M in the above table)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia V. Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D. Rutherford for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: January 12, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: AMP/OD

This memo is to request the reprogramming in the amount of \$29,000.00 for the Indirect Cost Recovery Grant (21IDCR). The reprogramming request will align the budget with projected expenditures.

Why are the funds needed?

The funds are needed to support a key agency priority to provide tailored leadership and management training for employees of the Department of Human Services. The funds are no longer needed to provide office supplies due to the reduction of employees working in the office during the pandemic.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within AMP/OD, Organization code 1000 from Index UODJ1 Supplies, (object 0201) to Index UODJ1, Contractual services (object 0409).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If this action is postponed, the agency will not be able to meet a key priority for the year (training in order to establish a racial equity plan), which was not conceived when the budget was formulated.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

cc: Gordon McDonald, Deputy CFO for Budget and Planning

[illegible]

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 01/12/21 03:15 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 1000 PGM CODE: D107 FUNC CODE: _____
AP FUND: FUND: 8200 GRANT/PH: 21IDCR 21 PROJECT/PH: _____
COMP SRC/GRP: 0020 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 MANAGEMENT SERVICES
PGM LEVEL: 03 OFFICE OF THE DIRECTOR (PM)
FUNC LEVEL: _____
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 04 ADJUSTED BUDG: 73,200.00
BUDGET AVAIL: 73,200.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 73,200.00

INTERRUPTED FUNCTION RESTARTED

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (2) 10.27.12.1 T12TN623 15:16:54 1/12/2021 NUM 00:04:28 04.016

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 01/12/21 03:17 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 1000 PGM CODE: D107 FUNC CODE: _____
AP FUND: FUND: 8200 GRANT/PH: 21IDCR 21 PROJECT/PH: _____
COMP SRC/GRP: 0041 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 MANAGEMENT SERVICES
PGM LEVEL: 03 OFFICE OF THE DIRECTOR (PM)
FUNC LEVEL: ** UNKNOWN FUNCTION CODE **
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 04 ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT

NO RECORD FOUND

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S2/B Ready (1) 10.27.12.1 T12TN623 15:17:51 1/12/2021 NUM 00:05:25 04.016

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

- | | |
|--|---|
| <div style="border: 1px solid black; padding: 2px; text-align: center; width: 30px; float: left;">X</div> <div style="clear: both;"></div> | <p>Cover Memo requesting reprogramming must be signed and formatted as follows:</p> <ul style="list-style-type: none">- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:<ul style="list-style-type: none">- The Subject line includes the fiscal year, the fund type and agency name- The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request- The six standardized questions have been answered in detail with strong justification |
| <div style="border: 1px solid black; padding: 2px; text-align: center; width: 30px; float: left;">X</div> <div style="clear: both;"></div> | <p>All columns on the Reprogramming spreadsheet have been completed and are accurate</p> <ul style="list-style-type: none">- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)- The object is at the comp object level (not comp source group)- The amount in the increase and decrease columns should net to zero- Current expenditures cannot exceed the Revised Budget Amount (by object)- Authorized personnel have signed in the required fields |
| <div style="border: 1px solid black; padding: 2px; text-align: center; width: 30px; float: left;">X</div> <div style="clear: both;"></div> | <p>Required Back up documentation</p> <ul style="list-style-type: none">- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object- O-type reprogrammings must include the latest version of the ORA Certification Sheet- Ensure current budget does not exceed the certified amount- Grant and intra-District reprogrammings must include a copy of the entire award or MOU |

Grant Number: AFTF19/21

Amount of Request: \$2,765,414.45

Reviewed By: Dionne Rutherford-Felix

(Budget Officer/ Supervisor)

Review Date: 05/14/2021

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia V. Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: May 14, 2021

SUBJECT: Request for Reprogramming of Federal Funds (AFTF19/21) for FY 2021:
Economic Security Administration (ESA)

This memo is to request the reprogramming of \$2,765,414.45 from TANF grant AFTF19/21 within fund 8200. The request for the reallocation of grant funding is submitted in accordance with the grantor's terms and conditions.

Why are the funds needed?

Funds are needed for a major document shredding project of customer case records that have overwhelmed the DC Village warehouse and are eligible for destruction, per the DHS records retention policy.

In addition, funds are needed to align the TEP agreements to the contract not to exceed amount for the providers in order to continue to provide employment and training services to TANF customers assigned to their pool, and ensure those customers continue on a positive path for gainful employment.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Security Administration, (organization code 2000) from Index TCAS1, Financial Aid (Object Class 0504) to Index TMDE1, Contractual Services Other (Object Class 0409), and Index TJBS1, Maintenance of Persons (Object Class 0501).

Why are the funds available?

These funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If not approved, this will result in a hardship to the operations of DHS facilities that are already overwhelmed with the excess of documents that need to be destroyed with no place for current files. It will also cause a back-up in the service centers and other office locations that have limited secured storage as the optional facilities will be at capacity.

Moreover, the postponement of this request, will impact the continuity of services since the current level of funding for the TEP contract will not be able to sustain through the end of the fiscal year. This will lead to a disruption of employment and training services by the providers received by hundreds of residents.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

POLICY AND PROCEDURES MANUAL

Attachment B – Federal & Private (8200, 8230, 8400, 8450)

Attachment B -- Grants (8200, 8230, 8400, 8450)

Justification of Reprogramming Proposal: Document shredding project and TEP Program.

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/14/21 01:40 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: JA0 AY: 21 ORG CODE: 2000 PGM CODE: CA23 FUNC CODE: _____
AP FUND: FUND: 8200 GRANT/PH: AFTF19 21 PROJECT/PH: _____
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 TANF CASH
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 6,800,000.00
BUDGET AVAIL: 6,153,612.00 BUDG % AVAIL: 90.49
EXPEND/BUDG %: 9.51 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 646,388.00- UNEXPND ALLOT: 646,388.00-
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 7,300,000.00
10 EXP BUD REV 500,000.00-
13 PENDING AME .00
15 CASH EXPEND 646,388.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/14/21 01:41 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: JA0 AY: 21 ORG CODE: 2000 PGM CODE: E115 FUNC CODE: _____
AP FUND: FUND: 8200 GRANT/PH: AFTF19 21 PROJECT/PH: _____
COMP SRC/GRP: 0041 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 ELIG SVCS: IMA/ IMD
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 436,843.56
BUDGET AVAIL: 59,923.56 BUDG % AVAIL: 13.72
EXPEND/BUDG %: 55.31 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 376,920.00- UNEXPND ALLOT: 241,617.43-
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 436,843.56
15 CASH EXPEND 225,740.16
17 ACCRUED EXP 15,877.27
18 ENCUMB OUTS 135,302.57
19 PRE-ENCUM O .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/14/21 01:42 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: JA0 AY: 21 ORG CODE: 2000 PGM CODE: J109 FUNC CODE: _____
AP FUND: FUND: 8200 GRANT/PH: AFTF19 21 PROJECT/PH: _____
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 TANF: EMPLOYMENT PROGRAM
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 24,000,293.40
BUDGET AVAIL: 1,097,391.81 BUDG % AVAIL: 4.57
EXPEND/BUDG %: 42.33 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 22,846,763.99- UNEXPND ALLOT: 10,160,211.91-
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 23,550,293.40 19 PRE-ENCUM O 56,137.60
10 EXP BUD REV 450,000.00
13 PENDING AME .00
15 CASH EXPEND 10,160,211.91
17 ACCRUED EXP .00
18 ENCUMB OUTS 12,686,552.08

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☐

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☐

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☐

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet** Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: 21PEBT/21

Amount of Request: \$14,470.26

Reviewed By: D. Rutherford-felix
(Budget Officer/ Supervisor)

Review Date: 08/11/2021

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia V. Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: August 10, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: Economic Services Administration (ESA)

This memo is to request the reprogramming in the amount of \$14,470.26 for the Pandemic EBT Grant (21PEBT). The reprogramming request will allow for Amazon Web Services (AWS) training.

Why are the funds needed?

The funds are needed to provide required Amazon Web Services (AWS) training and development to staff on the required internal capacities to successfully support the transition of the P-EBT (Pandemic-Electronic Benefits Transfer) Program infrastructure and full program dataset.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Services Administration (ESA), Organization code 2000 from Index PEBT1 (object 0409) to Index PEBT1 (object 0419).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If the District does not approve this reprogramming in FY21, the P-EBT funds will expire and internal resources will not be able to support the transition of program infrastructure and data to DHS possession – unless the District decides to allocate local funds to the purpose. Furthermore, the District risks the integrity of P-EBT program data, which it must archive against future claims or issues. DHS would also forego the opportunity to add a valuable IT asset to its portfolio.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

cc: Eric Cannady, Deputy CFO for Budget and Planning

S3 - OS12Secure - A - OS12 Production - UPPS / SOAR / ITAS - Rocket BlueZone Mainframe Display

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR /

Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 08/11/21 12:01 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 2000 PGM CODE: E161 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: 21PEBT 21 PROJECT/PH:
COMP SRC/GRP: 0041 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 ELIG SVCS: PANDEMIC EBT
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 11 ADJUSTED BUDG: 7,322,930.44
BUDGET AVAIL: 2,027,002.96 BUDG % AVAIL: 27.68
EXPEND/BUDG %: 14.73 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 5,236,407.48- UNEXPND ALLOT: 1,078,979.32-
BT TITLE AMOUNT BT TITLE AMOUNT
10 EXP BUD REV 7,322,930.44
13 PENDING AME .00
17 ACCRUED EXP 1,078,979.32
18 ENCUMB OUTS 4,157,428.16
19 PRE-ENCUM O 59,520.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN479 12:01:26 8/11/2021 NUM 00:02:03 04.016

S3 - OS12Secure - A - OS12 Production - UPPS / SOAR / ITAS - Rocket BlueZone Mainframe Display

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR /

Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 08/11/21 12:02 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 2000 PGM CODE: E161 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: 21PEBT 21 PROJECT/PH:
COMP SRC/GRP: 0040 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 ELIG SVCS: PANDEMIC EBT
FUNC LEVEL: ** UNKNOWN FUNCTION CODE **
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 11 ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT

NO RECORD FOUND

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN479 12:02:06 8/11/2021 NUM 00:02:43 04.016

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

- ☒ Cover Memo requesting reprogramming must be signed and formatted as follows:
- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
 - If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
 - The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification
- ☒ All columns on the Reprogramming spreadsheet have been completed and are accurate
- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
 - The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
 - The object is at the comp object level (not comp source group)
 - The amount in the increase and decrease columns should net to zero
 - Current expenditures cannot exceed the Revised Budget Amount (by object)
 - Authorized personnel have signed in the required fields
- ☒ Required Back up documentation
- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
 - SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
 - **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
 - Ensure current budget does not exceed the certified amount
 - **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: 21JAFS/21

Amount of Request: \$27,291.00

Reviewed By: _____

(Budget Officer/ Supervisor)

Review Date: _____

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia V. Moore
Associate Chief Financial Officer, Human Support Services Cluster

FROM: Hayden Bernard
Agency Fiscal Officer, Department of Human Services

DATE: February 10, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: Economic Security Administration (ESA)

This memo is to request the reprogramming of \$27,291.00 in fund 8200, Federal Funds. The funds are needed for the SNAP E&T Grant Program.

Why are the funds needed?

DHS provides individualized service delivery to SNAP customers through effective case management and services across five eligible program components: (1) job search training; (2) job retention; (3) education and vocational training; (4) work-based learning (including internships, on-the-job training, and apprenticeships and pre-apprenticeships); and (5) self-employment training. The reprogramming is needed to align budget with the state plan.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Security Administration, (organization code 2000) from (Index FTPR1), *Subsidies and Transfers* (object classes 0501) to (Index FTIJ1) *Subsidies and Transfers* (object class 0501).

Why are the funds available?

These funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If these funds are not approved until the next fiscal year, eligible recipients of SNAP benefits will lose out on an opportunity to gain critical skills needed during this global pandemic. Also, recipients of SNAP benefits will not have access to better job training and career opportunities.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
HUMAN SUPPORT SERVICES CLUSTER

POLICY AND PROCEDURES MANUAL

EXHIBIT 3: Example Attachment B Template (Federal, Private, Private Donations)

Attachment B -- Federal & Private (8200, 8230, 8400, 8450)

Attachment B -- Grants (8200, 8230, 8400, 8450)

OPERATING BUDGET REPROGRAMMING REQUEST											
Government of the District of Columbia			Originating Agency Name and Code: Department of Human Services (JA0)				Agency Fund & Code : Federal Grant (8200)		Budget Fiscal Year: 2021		
APPROVAL REQUIRED FOR THE FOLLOWING: <input type="checkbox"/> Shift Between Agencies <input type="checkbox"/> Shift Between Control Centers / Activities <input type="checkbox"/> Shift Between Responsibility Centers / Programs <input checked="" type="checkbox"/> Shift Within Responsibility Centers/ Programs			APPROVAL LEVEL:			Agency Director: (signature)		OBP Control Number :			
						Agency CFO: Hayden Bernard		Grant Number/ Phase		21JAFS/21	
			X	Agency		Associate CFO: Delicia V. Moore		Agency Request Number:			
				Ofc of Budget		Budget Reprogramming Amount Requested \$ 27,291.00		Budget Batch Number:			
				DC Council		Prepared By: Michael Troyer		DATE 02/10/21		Total # of Pages	
	US Congress										
Activity Code (Prg Structure)	Resp Ctr Code (Org Structure)	Control Center / Responsibility Center Name	PCA	Index	Object	Original Budget Amount	Current Budget Amount	Amount of Decrease (-)	Amount of Increase (+)	Revised Budget Amount	
2030	2000	ESA - Case Management	TCM01	FTPR1	0501	\$397,475.00	\$397,475.00	(\$27,291.00)	\$0.00	\$370,184.00	
2030	2000	ESA - Case Management	TCM10	FTIJ1	0501	\$3,195,045.82	\$4,295,082.33	\$0.00	\$27,291.00	\$4,322,373.33	
										\$0.00	
										\$0.00	
										\$0.00	
TOTAL						\$3,592,520.82	\$4,692,557.33	(\$27,291.00)	\$27,291.00	\$4,692,557.33	
Justification of Reprogramming Proposal: To align budget with State Plan.											

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S061 V2.1      PRD      DISTRICT OF COLUMBIA R*STARS 2.1      02/10/21 02:11 PM
LINK TO:      AGENCY BUDGET FINANCIAL INQUIRY      DSNF

  AGENCY:  A0  AY:  21  ORG CODE:  2000  PGM CODE:  CM01  FUNC CODE:
  AP FUND:      FUND:  8200  GRANT/PH:  21JAFS 21  PROJECT/PH:
COMP SRC/GRP:  0050  OBJ/COBJ/AGY OBJ:      AGY OBJ GROUP:
  ORG LEVEL:  02 INCOME MAINTENANCE
  PGM LEVEL:  03 CASE MGMT: FSET PART. REIMBURSEMENT
  FUNC LEVEL:
  INQ TYPE:  MC      (MA, YA, MY, YY, MC, YC)  DETAIL/SUMMARY:  D
  INQ YEAR:  21      INQ MONTH:  05      ADJUSTED BUDG:      397,475.00
  BUDGET AVAIL:      181,842.00      BUDG % AVAIL:      45.75
EXPEND/BUDG %:      4.95      ALLOT/BUDG %:      0.00
ALLOTMENT BAL:      215,633.00-  UNEXPND ALLOT:      69,655.74-
BT  TITLE      AMOUNT      BT  TITLE      AMOUNT
09 ORIG EXP BU      397,475.00
15 CASH EXPEND      9,874.13
16 INTRA-DIST      50,000.00
17 ACCRUED EXP      9,781.61
18 ENCUMB OUTS      145,977.26
19 PRE-ENCUM O      .00

F1-HELP  F2-DOC INQ  F5-NEXT  F9-INTERRUPT  ENTER-INQUIRE  CLEAR-EXIT

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S061 V2.1      PRD      DISTRICT OF COLUMBIA R*STARS 2.1      02/10/21 02:12 PM
LINK TO:      AGENCY BUDGET FINANCIAL INQUIRY      DSNF

  AGENCY:  A0  AY:  21  ORG CODE:  2000  PGM CODE:  CM10  FUNC CODE:
  AP FUND:      FUND:  8200  GRANT/PH:  21JAFS 21  PROJECT/PH:
COMP SRC/GRP:  0050  OBJ/COBJ/AGY OBJ:      AGY OBJ GROUP:
  ORG LEVEL:  02 INCOME MAINTENANCE
  PGM LEVEL:  03 CASE MGMT: JOB READINESS
  FUNC LEVEL:
  INQ TYPE:  MC      (MA, YA, MY, YY, MC, YC)  DETAIL/SUMMARY:  D
  INQ YEAR:  21      INQ MONTH:  05      ADJUSTED BUDG:      4,295,082.33
  BUDGET AVAIL:      1,683,902.33      BUDG % AVAIL:      39.21
EXPEND/BUDG %:      4.87      ALLOT/BUDG %:      0.00
ALLOTMENT BAL:      2,611,180.00-  UNEXPND ALLOT:      363,836.96-
BT  TITLE      AMOUNT      BT  TITLE      AMOUNT
09 ORIG EXP BU      3,195,045.82      18 ENCUMB OUTS      2,247,343.04
10 EXP BUD REV      1,100,036.51      19 PRE-ENCUM O      .00
13 PENDING AME      .00
15 CASH EXPEND      138,899.05
16 INTRA-DIST      154,527.00
17 ACCRUED EXP      70,410.91

F1-HELP  F2-DOC INQ  F5-NEXT  F9-INTERRUPT  ENTER-INQUIRE  CLEAR-EXIT

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s061 v2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 09/02/20 02:11 PM
LINK TO: _____ AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: JA0 AY: 20 ORG CODE: 2000 PGM CODE: CM03 FUNC CODE: _____
AP FUND: _____ FUND: 8200 GRANT/PH: 20JAFS 20 PROJECT/PH: _____
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 CASE MGMT:FSET LAPTOP LOANER PRG
FUNC LEVEL: ** UNKNOWN FUNCTION CODE **
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 20 INQ MONTH: 12 ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT

NO RECORD FOUND

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☒

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☒

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☒

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet** Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: AFTF19/21

Amount of Request: \$227,183.00

Reviewed By: D.Rutherford-Felix

Review Date: 10/27/2021

(Budget Officer/ Supervisor)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D. Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: **October 27, 2021**

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: Economic Services Administration (ESA) TANF Grant.

This memo is to request the reprogramming of \$227,183.00 in fund 8200 **Grant (AFTF19/21)**. These funds are needed to align the budget with projected expenditures.

Why are the funds needed?

The funds are needed to align the budget with projected expenditures.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Services Administration, (organization code 2000); Index TJBS1/PCA TJ109, Subsidies and Transfer (object class 0501) to Index TFCN1/PCA TCA24, Subsidies and Transfer (object class 0504).

Why are the funds available?

The funds are available due to a change in planned program spending and will be reallocated within the same program.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If this action is postponed, ESA will be unable to efficiently and equitably utilize these funds throughout the Administration.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachment

Attachment B -- Grants (8200, 8230, 8400, 8450)

[illegible]

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 10/27/21 08:03 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **2000** PGM CODE: **J109** FUNC CODE: **_____**
AP FUND: **8200** GRANT/PH: **AFTF19 21** PROJECT/PH: **_____**
COMP SRC/GRP: **0050** OBJ/COBJ/AGY OBJ: **_____** AGY OBJ GROUP: **_____**
ORG LEVEL: **02** INCOME MAINTENANCE
PGM LEVEL: **03** TANF: EMPLOYMENT PROGRAM
FUNC LEVEL: **_____**
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **13** ADJUSTED BUDG: **26,261,311.41**
BUDGET AVAIL: **760,270.44** BUDG % AVAIL: **2.90**
EXPEND/BUDG %: **75.57** ALLOT/BUDG %: **0.00**
ALLOTMENT BAL: **25,501,040.97-** UNEXPND ALLOT: **19,846,618.98-**
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU **23,550,293.40** **19** PRE-ENCUM O **.00**
10 EXP BUD REV **2,711,018.01**
13 PENDING AME **.00**
15 CASH EXPEND **17,158,764.53**
17 ACCRUED EXP **2,687,854.45**
18 ENCUMB OUTS **5,654,421.99**

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN962 8:05:00 10/27/2021 NUM 00:03:29 04.016

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 10/27/21 08:05 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **2000** PGM CODE: **CA24** FUNC CODE: **_____**
AP FUND: **8200** GRANT/PH: **AFTF19 21** PROJECT/PH: **_____**
COMP SRC/GRP: **0050** OBJ/COBJ/AGY OBJ: **_____** AGY OBJ GROUP: **_____**
ORG LEVEL: **02** INCOME MAINTENANCE
PGM LEVEL: **03** TANF CASH: CONTINGENCY FUNDS
FUNC LEVEL: **_____**
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **13** ADJUSTED BUDG: **10,768,821.00**
BUDGET AVAIL: **227,183.00-** BUDG % AVAIL: **.00**
EXPEND/BUDG %: **102.11** ALLOT/BUDG %: **0.00**
ALLOTMENT BAL: **10,996,004.00-** UNEXPND ALLOT: **10,996,004.00-**
BT TITLE AMOUNT BT TITLE AMOUNT
10 EXP BUD REV **10,768,821.00**
13 PENDING AME **.00**
15 CASH EXPEND **10,996,004.00**

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN962 8:05:57 10/27/2021 NUM 00:04:26 04.016

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

- ☒ Cover Memo requesting reprogramming must be signed and formatted as follows:
- If the request is federal, Medicaid, private, private donation or intra-District w/agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
 - If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
 - The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification
- ☒ All columns on the Reprogramming spreadsheet have been completed and are accurate
- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
 - The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
 - The object is at the comp object level (not comp source group)
 - The amount in the increase and decrease columns should net to zero
 - Current expenditures cannot exceed the Revised Budget Amount (by object)
 - Authorized personnel have signed in the required fields
- ☒ Required Back up documentation
- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
 - SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
 - **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
 - Ensure current budget does not exceed the certified amount
 - **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: AFTF19/21

Amount of Request: \$500,000.00

Reviewed By: D.Rutherford-Felix

Review Date: _01/12/2021

(Budget Officer/ Supervisor)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia V. Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D. Rutherford for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: January 12, 2021

SUBJECT: Request for Reprogramming of Federal Funds (AFTF19/21) for FY 2021:
Economic Security Administration (ESA)

This memo is to request the reprogramming in the amount \$500,000.00 in the TANF grant AFTF19/21 within fund 8200. The request for the reallocation of grant funding is submitted in accordance with the grantor's terms and conditions.

Why are the funds needed?

Funds are needed to support the Tuition Assistance Program Initiative(TAPIT) for TANF customers and to procure a new on-line assessment tool for TANF.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Security Administration, (organization code 2000) from Index TCAS1, Financial Aid (Object Class 0504) to Index TEPA1 & TJBS1, Maintenance of Persons (Object Class 0501).

Why are the funds available?

These funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If not approved, approximately twenty (20) current TANF customers actively enrolled in education institutions throughout the Metropolitan DMV area, would have their education pursuits jeopardized because of the lack of financial support.

It would also mean that the District, through its TANF program, is providing suboptimal services to customers, has technology which is not aligned with practice, and risks falling out of federal compliance.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachments

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
HUMAN SUPPORT SERVICES CLUSTER

POLICY AND PROCEDURES MANUAL

EXHIBIT 3: Example Attachment B Template (Federal, Private, Private Donations)

Attachment B -- Federal & Private (8200, 8230, 8400, 8450)						Attachment B -- Grants (8200, 8230, 8400, 8450)						
OPERATING BUDGET REPROGRAMMING REQUEST												
Government of the District of Columbia						Originating Agency Name and Code: Department of Human Services (JA0)				Agency Fund & Code : Federal Grant (8200)		Budget Fiscal Year: 2020
APPROVAL REQUIRED FOR THE FOLLOWING:						APPROVAL LEVEL:		Agency Director: (signature)		OBP Control Number :		
<div style="display: flex; flex-direction: column;"> <div><input type="checkbox"/> Shift Between Agencies</div> <div><input type="checkbox"/> Shift Between Control Centers / Activities</div> <div><input type="checkbox"/> Shift Between Responsibility Centers / Programs</div> <div><input checked="" type="checkbox"/> Shift Within Responsibility Centers/ Programs</div> </div>						<div style="display: flex; flex-direction: column;"> <div><input checked="" type="checkbox"/> Agency</div> <div><input type="checkbox"/> Ofc of Budget</div> <div><input type="checkbox"/> DC Council</div> <div><input type="checkbox"/> US Congress</div> </div>		Agency CFO: Hayden Berna <i>R. Rutherford for H. Berna</i>		Grant Number/ Phase		AFTF19/21
								Associate CFO: Delicia V. Moore		Agency Request Number:		
								Budget Reprogramming Amount Requested \$ 500,000.00		Budget Batch Number:		
								Prepared By: Michael Troyer		DATE		Total # of Pages
								01/12/21				
Activity Code (Prg Structure)	Resp Ctr Code (Org Structure)	Control Center / Responsibility Center Name	PCA	Index	Object	Original Budget Amount	Current Budget Amount	Amount of Decrease (-)	Amount of Increase (+)	Revised Budget Amount		
2021	2000	TANF CASH and Assistance	TCA23	TCAS1	0504	\$73,000,000.00	\$73,000,000.00	(\$500,000.00)	\$0.00	\$72,500,000.00		
2020	2000	TANF Temporary Assistance to Needy Families	TT100	TEPA1	0501	\$50,000.00	\$50,000.00	\$0.00	\$50,000.00	\$100,000.00		
2022	2000	TANF JOB Opportunity and Training	TJ109	TJBS1	0501	\$23,550,293.40	\$23,550,293.40	\$0.00	\$450,000.00	\$24,000,293.40		
										\$0.00		
										\$0.00		
										\$0.00		
										\$0.00		
TOTAL						\$96,600,293.40	\$96,600,293.40	(\$500,000.00)	\$500,000.00	\$96,600,293.40		
Justification of Reprogramming Proposal: Assessment tool for TAPIT Program.												

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 01/12/21 11:52 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **2000** PGM CODE: **CA23** FUNC CODE: _____
AP FUND: FUND: **8200** GRANT/PH: **AFTF19 21** PROJECT/PH: _____
COMP SRC/GRP: **0050** OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: **02** INCOME MAINTENANCE
PGM LEVEL: **03** TANF CASH
FUNC LEVEL: _____
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **04** ADJUSTED BUDG: 7,300,000.00
BUDGET AVAIL: 7,300,000.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 7,300,000.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 01/12/21 11:53 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **2000** PGM CODE: **T100** FUNC CODE: _____
AP FUND: FUND: **8200** GRANT/PH: **AFTF19 21** PROJECT/PH: _____
COMP SRC/GRP: **0050** OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: **02** INCOME MAINTENANCE
PGM LEVEL: **03** TANF: TAPIT
FUNC LEVEL: _____
INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **D**
INQ YEAR: **21** INQ MONTH: **04** ADJUSTED BUDG: 50,000.00
BUDGET AVAIL: 50,000.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 50,000.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 01/12/21 11:53 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: 7AO AY: 21 ORG CODE: 2000 PGM CODE: 1109 FUNC CODE: _____
AP FUND: FUND: 8200 GRANT/PH: AFTF19 21 PROJECT/PH: _____
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 TANF: EMPLOYMENT PROGRAM
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 04 ADJUSTED BUDG: 23,550,293.40
BUDGET AVAIL: 845,705.60 BUDG % AVAIL: 3.59
EXPEND/BUDG %: 7.06 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 22,704,587.80- UNEXPND ALLOT: 1,662,237.21-
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 23,550,293.40
15 CASH EXPEND 1,662,237.21
17 ACCRUED EXP .00
18 ENCUMB OUTS 21,042,350.59
19 PRE-ENCUM O .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☒ X

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☒ X

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☒ X

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: 92ESGH/19

Amount of Request: \$539,525.25

Reviewed By: D.Rutherford-Felix

Review Date: 08/18/2021

(Budget Officer/ Supervisor)

Justification of Reprogramming Proposal: The funds are needed to align the budget with program spending.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D. Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: August 18, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: Family Services Administration (FSA) Emergency Shelter Grant (ESGH).

This memo is to request the reprogramming of \$539,525.25 in fund 8200 **Grant (92ESGH/19)**. These funds are needed to support individuals experiencing homelessness. The request for the reallocation of grant funding is submitted in accordance with the grantor's terms and conditions.

Why are the funds needed?

These funds are needed to align budget with projected spending.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Family Services Administration, (organization code 5000); Index ESRR9, Subsidies and Transfer (object class 0501) to Index ESRI9, Subsidies and Transfer (object class 0501).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If this reprogramming is not approved, the budget will not be aligned in the appropriate attributes to projected expenditures.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachment

Ver: 61

Connections: A - OS12 Production - UI Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request



S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 08/18/21 09:40 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **5000** PGM CODE: **CRRF** FUNC CODE: **_____**
AP FUND: **_____** FUND: **8200** GRANT/PH: **92ESGH 19** PROJECT/PH: **_____**
COMP SRC/GRP: **0050** OBJ/COBJ/AGY OBJ: **_____** AGY OBJ GROUP: **_____**
ORG LEVEL: **02** FAMILY SERVICES ADMINISTRATION
PGM LEVEL: **03** RAPID REHOUSING - FAMILIES (RRH-F)
FUNC LEVEL: **_____**

INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **S**
INQ YEAR: **21** INQ MONTH: **11** ADJUSTED BUDG: 549,714.00
BUDGET AVAIL: 549,714.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 118,425.00
10 EXP BUD REV 431,289.00
13 PENDING AME .00
19 PRE-ENCUM O .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

Ver: 61

Connections: A - OS12 Production - UI Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request



S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 08/18/21 09:40 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: **PA0** AY: **21** ORG CODE: **5000** PGM CODE: **CRRF** FUNC CODE: **_____**
AP FUND: **_____** FUND: **8200** GRANT/PH: **92ESGH 19** PROJECT/PH: **_____**
COMP SRC/GRP: **0050** OBJ/COBJ/AGY OBJ: **_____** AGY OBJ GROUP: **_____**
ORG LEVEL: **02** FAMILY SERVICES ADMINISTRATION
PGM LEVEL: **03** RAPID REHOUSING - INDIVIDUALS (RRH-I)
FUNC LEVEL: **_____**

INQ TYPE: **MC** (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: **S**
INQ YEAR: **21** INQ MONTH: **11** ADJUSTED BUDG: .00
BUDGET AVAIL: .00 BUDG % AVAIL: .00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT

NO RECORD FOUND

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☒ X

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☒ X

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☒ X

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: CSCS02/20

Amount of Request: \$574,227.00

Reviewed By: D. Rutherford-Felix

(Budget Officer/ Supervisor)

Review Date: 05/17/2021

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: May 17, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2021: Family Services Administration (FSA) Community Services Block Grant (CSBG).

This memo is to request the reprogramming of \$574,227.00 in fund 8200 **Grant (CSCS02/20)**. These funds are needed to support the pass-through agreement for Community Services Block Grant. The request for the reallocation of grant funding is submitted in accordance with the grantor's terms and conditions.

Why are the funds needed?

These funds are needed to align budget with award allocation.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Family Services Administration, (organization code 5000); Index CSQQ0, Other Services and Charges (object class 0425) and CSDT0 Contractual Services Other (Object Class 0409)to Index CCSA0 Subsidies and Transfer (object class 0501).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If this reprogramming is not approved, the budget will not be aligned with projected expenditures. In year two of the grant all administrative cost must be allocated as PASS thru to the United Planning Organization.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachment

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/10/21 12:28 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 5000 PGM CODE: FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: CSCS02 20 PROJECT/PH:
COMP SRC/GRP: OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 FAMILY SERVICES ADMINISTRATION
PGM LEVEL:
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: S
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 963,588.74
BUDGET AVAIL: 963,588.74 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 550,000.00
10 EXP BUD REV 413,588.74
13 PENDING AME .00
17 ACCRUED EXP .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/10/21 12:29 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 21 ORG CODE: 5000 PGM CODE: CS10 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: CSCS02 20 PROJECT/PH:
COMP SRC/GRP: 0040 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 FAMILY SERVICES ADMINISTRATION
PGM LEVEL: 03 QA/CSBG
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 12,213.00
BUDGET AVAIL: 12,213.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
10 EXP BUD REV 12,213.00
13 PENDING AME .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

Justification of Reprogramming Proposal: The funds are needed to align the budget with program spending.

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/10/21 12:30 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: JA0 AY: 21 ORG CODE: 5000 PGM CODE: CS14 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: CSCS02 20 PROJECT/PH:
COMP SRC/GRP: 0041 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 FAMILY SERVICES ADMINISTRATION
PGM LEVEL: 03 CSBG ACTIVITY CDTs
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 562,014.00
BUDGET AVAIL: 562,014.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 550,000.00
10 EXP BUD REV 12,014.00
13 PENDING AME .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 05/10/21 12:30 PM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: JA0 AY: 21 ORG CODE: 5000 PGM CODE: CS13 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: CSCS02 20 PROJECT/PH:
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 FAMILY SERVICES ADMINISTRATION
PGM LEVEL: 03 CSBG ACTIVITY
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 21 INQ MONTH: 08 ADJUSTED BUDG: 389,361.74
BUDGET AVAIL: 389,361.74 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
10 EXP BUD REV 389,361.74
13 PENDING AME .00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☒

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☒

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☒

Required Back up documentation

- If funds are being reduced or increased from PS; Table 2: PS Forecast must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet**
Ensure current budget does not exceed the certified amount

Grant Number: _ N/A

Amount of Request: \$_373,029.22

Reviewed By: _____

(Budget Officer/ Supervisor)

Review Date: _____

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Office of Policy and Legislative Affairs

THRU: Delicia Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

Laura Zeilinger *LZ*
Agency Director, Department of Human Services

DATE: **October 25, 2021**

SUBJECT: Request for Reprogramming of Local Funds for FY 2022: Economic Services Administration (ESA)

The Department of Human Services (DHS), Economic Services Administration is requesting the reprogramming of \$373,029.22 in local fund 0100. The request is necessary to support the Internal Comprehensive Review (ICR) contract and DC Village benefits files shredding project.

Why are the funds needed?

These funds will ensure continuity for a mission-critical project to re-baseline SNAP policies and document gaps within existing systems and processes. DHS currently faces millions of dollars per year in penalties and overpayments due to SNAP compliance issues.

In addition, funds in the amount of \$200,000 are needed to re-compete the DC Village public benefits files shredding project to increase the quantity of boxes to be shredded of prior year files, no longer required to be held by the agency and approved for destruction, and to include additional needed requirements, such that the vendor provide a forklift to remove boxes from upper shelves to complete the project.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Services Administration (ESA); Organization code 2000, from *Financial Assistance* (object 0504) to *Contractual Services* (object 0409).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If the funds are not reprogrammed, the District will lose access to a critical contract vehicle, including exotic skillsets and valuable policy analysis work already completed. This complication will potentially set the District back 12-18 months in its plan to ameliorate compliance concerns and cost the District hundreds of thousands of dollars in reestablishing the contract as well as mounting compliance penalties. Also, DHS is at risk of increasing consequences from Federal oversight.

In addition, the DC Village renovation project has kicked off and that project cannot move forward unless the shredding is completed before the demolition phase is scheduled to begin. Therefore, the funds to complete this project are required to avoid additional delays and any negative ripple effects on the subsequent phases of the project.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachment A -- Local (0100)

Reprogramming Budget Request/SOAR Budget Entry Form

Government of the District of Columbia		Originating Agency Name and Code: Department of Human Services (JA0)				Fund and Code: Local funds (0100)	
APPROVAL REQUIRED FOR THE FOLLOWING:		APPROVAL LEVEL:		Agency Director: <i>for 13</i> <i>Hayden Ingaard</i> Laura Zollerger Agency CFO: <i>for 13</i> <i>Hayden Ingaard</i> Associate CFO: (signature) Delicia Moore		Budget Fiscal Year: 2022	
<input type="checkbox"/>	Shift Between Agencies	<input type="checkbox"/>	Agency				
<input checked="" type="checkbox"/>	Shift Between Activities	<input type="checkbox"/>	OBP				
<input type="checkbox"/>	Shift Between Programs	<input checked="" type="checkbox"/>	DC Council				
				Budget Reprogramming Amount Requested: \$373,029.22		DATE 10/25/21	
				Prepared By: Crystal Whittaker			

Program Code	Activity Code	Program Name	PCA	Index	Object	Object Class	Original Budget Amount	Current Budget Amount	Amount of Decrease (-)	Amount of Increase (+)	Revised Budget Amount
2000	2021	ESA - Economic Services Admin	TCA19	APCMO	0504	0050	\$18,000,000.00	\$18,000,000.00	(\$373,029.22)		\$17,626,970.78
2000	2040	ESA - Economic Services Admin	TE115	APEMD	0409	0041	\$850,500.00	\$850,500.00		\$373,029.22	\$1,223,529.22
											\$0.00
TOTAL							\$18,850,500.00	\$18,850,500.00	(\$373,029.22)	\$373,029.22	\$18,850,500.00

Justification of Reprogramming Proposal:

Funds needed to ensure continuity for a mission critical project to re-baseline SNAP policies and document gaps within existing systems and processes. Funds also needed to re-complete the DC Village public benefits files shredding project to increase the quantity of boxes to be shredded of

For OBP Use Only:

Approvals				
TASK	NAME	DATE	TITLE	PHONE
Keyed in SOAR By:				
Released in SOAR By:				
Approved By:				
(If Applicable) Override Approved by:				

Document Information (For OBP Use Only)

Doc Number:	
Batch Type:	
Batch Agency:	
Doc Date:	
Effective Date:	
MPCD Code:	

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 10/14/21 11:16 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 22 ORG CODE: 2000 PGM CODE: E115 FUNC CODE: _____
AP FUND: FUND: 0100 GRANT/PH: _____ PROJECT/PH: _____
COMP SRC/GRP: 0041 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 ELIG SVCS: IMA/ IMD
FUNC LEVEL: _____
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 22 INQ MONTH: 01 ADJUSTED BUDG: 850,500.00
BUDGET AVAIL: 353,545.60 BUDG % AVAIL: 41.57
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: 46,262.40 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 850,500.00
18 ENCUMB OUTS 46,262.40
19 PRE-ENCUM O 450,692.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN748 11:18:22 10/14/2021 NUM 00:02:40 04.016

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 10/14/21 11:19 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 22 ORG CODE: 2000 PGM CODE: CA19 FUNC CODE: _____
AP FUND: FUND: 0100 GRANT/PH: _____ PROJECT/PH: _____
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: _____ AGY OBJ GROUP: _____
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 CASH: LOCAL/MOE
FUNC LEVEL: _____
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 22 INQ MONTH: 01 ADJUSTED BUDG: 18,000,000.00
BUDGET AVAIL: 18,000,000.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 18,000,000.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN748 11:19:18 10/14/2021 NUM 00:03:36 04.016

**HUMAN SUPPORT SERVICES CLUSTER (HSSC)
REPROGRAMMING MODIFICATION REVIEW SHEET**

A reprogramming request package should include:

☒

Cover Memo requesting reprogramming must be signed and formatted as follows:

- If the request is federal, Medicaid, private, private donation or intra-District w/ agency in HSSC memo s/b addressed to ACFO, HSSC and from AFO, Agency
- If the request is local, federal payment, O-type revenue or intra-District w/ agency outside of the HSSC, memo s/b addressed to Lolita Alston, Director, Office of Legislative Support, EOM, thru ACFO, HSSC and From AFO, and Agency Director
- The request memo should be in the HSSC format fwd to agencies at the beginning of FY including:
 - The Subject line includes the fiscal year, the fund type and agency name
 - The first paragraph includes, the amount of the request, the fund, the agency, the program the grant or project number and title (if applicable) and general purpose of request
 - The six standardized questions have been answered in detail with strong justification

☒

All columns on the Reprogramming spreadsheet have been completed and are accurate

- The funds in the Approved Budget Column represent the Congressionally approved budget (or amount on BT 09 in SOAR)
- The funds in the Current Budget column represent the current budget in SOAR (or the adjusted budget line in SOAR: BT lines 09 +10)
- The object is at the comp object level (not comp source group)
- The amount in the increase and decrease columns should net to zero
- Current expenditures cannot exceed the Revised Budget Amount (by object)
- Authorized personnel have signed in the required fields

☒

Required Back up documentation

- If funds are being reduced from PS; Table 2: PS Forecast (from the FRP) must be attached. This is to ensure that the revised budget authority will support anticipated PS costs for the fiscal year
- SOAR 61 Screen prints have been attached to validate that funds are available in the respective object
- **O-type reprogrammings must include the latest version of the ORA Certification Sheet** Ensure current budget does not exceed the certified amount
- **Grant and intra-District reprogrammings must include a copy of the entire award or MOU**

Grant Number: AFTF29/22

Amount of Request: \$416,500.00

Reviewed By: D.Rutherford-Felix

(Budget Officer/ Supervisor)

Review Date: 10.08.2021

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



OFFICE OF THE AGENCY FISCAL OFFICER

MEMORANDUM

TO: Delicia Moore
Associate Chief Financial Officer
Human Support Services Cluster

FROM: Hayden Bernard *D Rutherford-Felix for H. Bernard*
Agency Fiscal Officer, Department of Human Services

DATE: October 8, 2021

SUBJECT: Request for Reprogramming of Federal Funds for FY 2022: Economic Services Administration (ESA) TANF Grant.

This memo is to request the reprogramming of \$416,500.00 in fund 8200 **Grant (AFTF29/22)**. These funds are needed while awaiting carryover for the TANF On-line Assessment tool, OCTO-CATCH MOU and DBH-MOU.

Why are the funds needed?

The Department of Human Services requires \$416,500 to be reprogrammed for 100% TANF work related to TANF Assessment Tool development and IT resource supports. These funds will ensure continuity and completion of a strategic technology asset which will increase operational efficiency and program efficacy as well as the engagement of customers. In addition, a small amount is needed to cover a slight increase in cost for MOU services related to TANF customers that needs to continue for the resident's mental health to the residents of the District of Columbia.

Is this a reprogramming to restore a budget cut authorized by the Mayor and/or Council?

This reprogramming does not restore a budget cut authorized by the Mayor and/or Council.

How will the funds be reprogrammed?

The funds will be reprogrammed within Economic Services Administration, (organization code 2000); Index TPAT2, PCA TT115, Subsidies and Transfer (object class 0501) to Index TJBS2, PCA TJ109, Subsidies and Transfer (object class 0501).

Why are the funds available?

The funds are available due to a change in planned program spending.

What hardship will the District face if the action is postponed until the subsequent fiscal year?

If the funds are not reprogrammed, the District will lose all progress towards a strategically important development project. The loss of this project will add costs to DHS in the form of additional staff hours for the next 12-18 months due to delayed delivery of efficiency. Several dependent program deployments that improve efficacy for low-income customers will be delayed, correspondingly. The District risks protests and potential legal complications from the CBE community if the contract goes unfunded in early FY22. Moreover, the negative impact of not being able to complete/continue these services/supports for the residents by having this tool up and running with needed IT supports and the portion for mental health services is of the vital importance.

What programs, services or other purchases will be delayed as a result of the action, and the impact on the program or agency?

No programs, services or other purchases will be delayed as a result of this action.

Should you have any questions, please contact Dionne Rutherford-Felix, Budget Officer at (202) 671-4232.

Attachment

OPERATING BUDGET REPROGRAMMING REQUEST										
Government of the District of Columbia			Originating Agency Name and Code: Department of Human Services (JA0)				Agency Fund & Code : Federal Grant (8200)		Budget Fiscal Year: 2022	
APPROVAL REQUIRED FOR THE FOLLOWING: <input type="checkbox"/> Shift Between Agencies <input type="checkbox"/> Shift Between Control Centers / Activities <input checked="" type="checkbox"/> Shift Between Responsibility Centers / Programs <input type="checkbox"/> Shift Within Responsibility Centers/ Programs			APPROVAL LEVEL: <input checked="" type="checkbox"/> X <input type="checkbox"/> Agency <input type="checkbox"/> Ofc of Budget <input type="checkbox"/> DC Council <input type="checkbox"/> US Congress			Agency Director: <i>D. Rutherford Felix for H. Bernard</i> Hayden Bernard		OBP Control Number :		
						Agency CFO:		Grant Number/ Pha AFTF29/22		
						Associate CFO: Delicia V. Moore		Agency Request Number:		
						Budget Reprogramming Amount Requi 0		Budget Batch Number:		
						Prepared By: Crystal Whittaker		DATE 10/08/21 Total # of Pages		
Activity Code (Prg Structure)	Resp Ctr Code (Org Structure)	Control Center / Responsibility Center Name	PCA	Index	Object	Original Budget Amount	Current Budget Amount	Amount of Decrease (-)	Amount of Increase (+)	Revised Budget Amount
2000	2000	Economic Services Administration (ESA)	TPAT2	TT115	0501	\$1,000,000.00	\$1,000,000.00	(\$416,500.00)		\$583,500.00
2000	2000	Economic Services Administration (ESA)	TJBS2	TJ109	0501	\$24,577,988.00	\$781,316.89		\$416,500.00	\$1,197,816.89
										\$0.00
										\$0.00
										\$0.00
										\$0.00
										\$0.00
										\$0.00
										\$0.00
TOTAL						\$25,577,988.00	\$1,781,316.89	(\$416,500.00)	\$416,500.00	\$1,781,316.89

Justification of Reprogramming Proposal: The funds are needed to ensure continuity and completion of a strategic technology asset which will increase operational efficiency and program efficacy

S3 - OS12Secure - A - OS12 Production - UPPS / SOAR / ITAS - Rocket BlueZone Mainframe Display

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 10/08/21 11:44 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 22 ORG CODE: 2000 PGM CODE: T115 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: AFTF29 22 PROJECT/PH:
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 TANF: PATHS (UDC) INITIATIVE
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 22 INQ MONTH: 01 ADJUSTED BUDG: 1,000,000.00
BUDGET AVAIL: 1,000,000.00 BUDG % AVAIL: 100.00
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 1,000,000.00

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (1) 10.27.12.1 T12TN628 11:52:11 10/8/2021 NUM 03:13:00 04.016

S3 - OS12Secure - A - OS12 Production - UPPS / SOAR / ITAS - Rocket BlueZone Mainframe Display

File Edit Session Options Transfer View Script Help

Connections: A - OS12 Production - UPPS / SOAR / Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06 PF07 PF08 PF12 System Request

S061 V2.1 PRD DISTRICT OF COLUMBIA R*STARS 2.1 10/08/21 11:53 AM
LINK TO: AGENCY BUDGET FINANCIAL INQUIRY DSNF

AGENCY: A0 AY: 22 ORG CODE: 2000 PGM CODE: J109 FUNC CODE:
AP FUND: FUND: 8200 GRANT/PH: AFTF29 22 PROJECT/PH:
COMP SRC/GRP: 0050 OBJ/COBJ/AGY OBJ: AGY OBJ GROUP:
ORG LEVEL: 02 INCOME MAINTENANCE
PGM LEVEL: 03 TANF: EMPLOYMENT PROGRAM
FUNC LEVEL:
INQ TYPE: MC (MA, YA, MY, YY, MC, YC) DETAIL/SUMMARY: D
INQ YEAR: 22 INQ MONTH: 01 ADJUSTED BUDG: 24,577,988.00
BUDGET AVAIL: 781,316.89 BUDG % AVAIL: 3.18
EXPEND/BUDG %: 0.00 ALLOT/BUDG %: 0.00
ALLOTMENT BAL: .00 UNEXPND ALLOT: .00
BT TITLE AMOUNT BT TITLE AMOUNT
09 ORIG EXP BU 24,577,988.00
19 PRE-ENCUM O 23,796,671.11

INTERRUPTED FUNCTION RESTARTED

F1-HELP F2-DOC INQ F5-NEXT F9-INTERRUPT ENTER-INQUIRE CLEAR-EXIT

S3/C Ready (2) 10.27.12.1 T12TN628 11:53:42 10/8/2021 NUM 03:14:31 04.016

Attachment #11

Fund Detail	Fund Detail Title	About the Fund			Legislative Authority			FY21 Expenditures	FY22 Budget	Fund Balance
		Description	Fee and How it is Set	Who Pays?	Authority to Charge Fee	Authority to Dedicate to Agency	Authority to Carry Over			
0603	SSI Payback	Recoups funds for Interim Disability Assistance paid to clients deemed eligible for Supplemental Security Income	Funds are received based on payments made during the interim period	Social Security Administration	Federal Legislative	Federal Legislative	Yes	-	800,000	603,995.35
0613	Food Stamps Collections	Receives revenue from fines levied from litigating fraudulent claims	Funds are based on the collections of fraudulent claims.	Individuals that have been found guilty of fraudulent claims	Federal Legislative	Federal Legislative	No	-	100,000	N/A

Attachment #12

Attachment 12 – Program and Budgetary Updates

Programs	FY21 Budget	FY21 Expenditures	FY22 Budget	FY22 YTD Expenditures	RFP status	Service Provider/s	FY21 Participants	FY22 YTD Participants
ERAP	\$14M	\$13.9M	\$15M local/\$19.7M contingency	\$3.7M	Grant in place	Catholic Charities; Greater Washington Urban League; Housing Counseling Services; Salvation Army; Community Partnership; United Planning Organization	2,663	1,479
Downtown Day Services Center	\$2.1M	\$2.1M	\$1.7M	\$.320M	Grant in place	Downtown DC Business Improvement District	80,406 (Includes duplicates)	27,115 (Includes duplicates)
Street Outreach - also known as SOAR	\$3.5M local/\$.429M Intra-District	\$3.1M	\$3.1M	\$.198M	Grant in place	Community Connections; Miriam's Kitchen; Pathways to Housing DC	3,561 (unduplicated)	1,210 (unduplicated)
Homeless Prevention Program	\$3.2M local/\$.821 federal	\$3.2M local/\$.775M federal	\$4M local/\$1.891M federal	\$1.418M	Grant in place	Community of Hope; Everyone Home DC; MBI Health Service; Wheeler Creek CDC	2,087	1,006
Transitional Housing Youth	\$10M	\$9.8M	\$10.1M	\$1.2M	Grant in place	See additional information below	386	363
Targeted Affordable Housing	\$2.5M local/\$.272M federal	\$.878M local	\$ Local /\$8.2M LRSP / federal	\$-	N/A	N/A	Individuals: 421 Families: 1024	Individuals: 416 Families: 1057
Rapid Rehousing- Individuals	\$6.3M local	\$5.2M local	\$11.8M local/\$5M federal	\$2.5M local	Contract in place	See additional information below	457 (includes all clients served for the year)	799 (includes all clients served) Includes roll-over Clients
Rapid Rehousing- Families (FRSP)	\$49M local/\$53.4M federal/	\$38.3M local/\$53.4M federal/ PS	\$64.4M local/\$10.2M federal/ Contingency	\$26M local/\$- federal/ Contingency \$9.7M/ PS temp federal \$.411M	Contract in place	TCP	2,905	3,400

	PS temp federal \$.316M	temp federal \$.316M	\$9.7M/ PS temp federal \$.984M					
STAY DC	\$140.6M federal	\$140.6M federal	\$149.7M federal	\$141.6M federal	Contract in place with Deloitte (phasing out)	Deloitte handles application processing and data.	Separate FY21 data unavailable	33,391 unique households were awarded 53,263 applications from program launch (April 2021) through January 2022
PSH Individuals & Families	\$40M local/\$6.3M federal	\$39.7M local/\$5.8M federal	\$54.6M local/\$22.3M federal	\$14.5M local/ \$.798M federal	Contracts in place	See additional information below	Individuals: 3346 Families: 1570	Individuals: 3662 Families: 1689
Short Term Family Housing	\$31M	\$22.3M	\$25.2M	\$5.3M	Contracts in place	See additional information below	2549 people; 797 families	1247 people; 394 families
Adams Place Day Time Services Center	\$.945M	\$.888M	\$.406M	\$.74M	n/a	n/a	851	4,521
Coordinated Entry	No separate budget for Coordinated Entry. Grant to TCP covers staffing for CAHP, HMIS and annual Point in Time count.				Grant in place	TCP	Please see PSH and TAH responses above	Please see PSH and TAH responses above
SOAR - also known as Street Outreach	See Street Outreach	See SO	See SO	See SO	See SO	See SO	See SO	See SO
Shelter for Seniors	DHS does not have a separate program, initiative, or funding source for shelter for seniors.							

Further Details on Permanent Supportive Housing (PSH):

PSH budget includes funding for case management services, rental payments, HUD Shelter Plus Care rental assistance grants, and PSH staffing costs.

Current service providers for PSH - Individuals and Families include: Brookland/Edgewood, Catholic Charities, Community Connections, Community of Hope, DC Doors, Friendship Place, MBI Health Services, Metropolitan Educational Solutions, N Street Village, Core DC, DC Doors, Housing –Up, Wheeler Creek, Open Arms Housing, and the United Planning Organizations.

Current service providers for only PSH- Families include National Center for Children and Families, and Sasha Bruce Youthworks.

Current service providers for only Permanent Supportive Housing - Individuals include Miriam's Kitchen, and Pathways to Housing.

DHS is working with DHCF to launch a new Medicaid Housing Supportive Services benefit, in April 2022. This new benefit will enable Medicaid to cover case management services for persons enrolled in the PSH-Individuals program.

Further Details on Rapid Rehousing Individuals:

At the end of FY21 Rapid Rehousing Individuals expanded the provider pool by adding four additional service providers. There are currently seven total service providers, including: Bradley and Associates, Echelon, institute for Emotional Regulation, CORE DC, Hillcrest DC, Metropolitan Educational Solutions, and Wheeler Creek.

Further Details on Short Term Family Housing (STFH):

Current service providers: CORE DC, Community of Hope, National Center for Children and Families and Friendship Place

Further Details on Transitional Housing:

Current service providers: Latin American Youth Center, Sasha Bruce Youthworks, SMYAL, and the Wanda Alston Foundation.

Attachment #14

**Attachment 21 - Grants Awarded to DHS
FY2018**

Grant Title (Number)	Approved Budget	Funding Source	Expenditures	Purpose	Period of Performance	Responsible party for Grant	How are funds allocated if it is a Multi-year grant
Social Services Block Grant (CSSS12)	7,279,239	U.S. Department of Health and Human Services Administration, Children and Families	7,153,234	Provides financial assistance to states for the provision of services that are directed toward assisting families and individuals achieve economic self-sufficiency; preventing or remedying neglect, abuse o exploitation of children or adults; and preserving families and preventing institutionalization when appropriate and possible.	10/01/2020 - 09/30/2022	Tania Mortensen	The full amount of the grant is allocated in the first year. Any unspent funds from the first year can be spent through the grants performance period.
Community Services Block Grant (CSCS12)	11,720,028	U.S. Department of Health and Human Services Administration, Children and Families	11,057,152	Provides financial assistance to states to meet the goals of reducing poverty, revitalizing low-income communities and empowering low-income families and individuals to become self-sufficient. Funding is provided to a designated Community Action Agency (CAA) which coordinates approaches that address the causes and reduction of poverty in DC through a network of service providers.	10/01/2020 - 09/30/2022	Tunde Eboda	The full amount of the grant is allocated in the first year. Any unspent funds from the first year can be spent through the grants performance period.
Community Services Block Grant (CSCV02)	4,177,562	U.S. Department of Health and Human Services Administration, Children and Families	4,177,562	To help prevent, prepare for, or respond to the corona virus.	03/27/20 - 09/30/2022	Tunde Eboda	The full amount of the grant is allocated in the first year. Any unspent funds from the first year can be spent through the grants performance period.
Refugee Cash and Medical Assistance Grant (FSRR12)	1,368,144	U.S. Department of Health and Human Services Administration on Children and Families, Office of Refugee Resettlement	1,368,144	Promotes the health of recently resettled refugees by helping refugees enroll in medical assistance programs, referring refugees for health screenings, identifying barriers to refugee self-sufficiency and well-being, providing basic health education and tools to refugees, and assisting clients with resolution of health verification and billing issues.	10/01/2020 - 09/30/2022	Debra Crawford	The full amount of the grant is allocated in the first year. However only funds obligated for unaccompanied minors can be used in the second year of the grant.
Refugee Social Services Grant FSSS12)	49,975	U.S. Department of Health and Human Services Administration on Children and Families, Office of Refugee Resettlement	49,975	Provides vital social services for adults who resettle within the District as a refugee, asylee, or victim of human trafficking, to promote economic self-sufficiency. Assistance is provided through the effective, coordinated use of federally-funded cash assistance and supportive social services.	10/01/2020 - 09/30/2022	Debra Crawford	The full amount of the grant is allocated in the first year. Any unspent funds from the first year can be spent through the grants performance period.
Family Violence and Prevention Grant (FSFV02)	768,394	U.S. Department of Health and Human Services Administration, Children and Families	768,394	The Family Violence Prevention and Services Program is committed to: Providing shelter and other supportive services for victims and their children; Coordinating statewide improvements within local communities, social service systems, and programming regarding the prevention and intervention; public awareness about the prevalence of domestic violence, dating violence and family violence Supporting local and community-based domestic violence programs with specialized technical assistance addressing emerging issues such as trauma-informed care; the co-occurrence of domestic violence and child maltreatment; culturally specific domestic violence services; and effective interventions for children exposed to domestic violence.	10/1/2020 - 09/30/2022	Amelia Marian	The full amount of the grant is allocated in the first year. All unspent funds from the first year can be spent during the grants final year.
FAMILY VIOLENCE PREVENTION GRANT (FSFV12)	203,042	U.S. Department of Health and Human Services Administration, Children and Families	203,042	These funds is to provide shelter, temporaray housing supportive services, information and assistance to Adult and youth victims of Family Violence, Domestice Violence or dating violence.	03/27/20 - 09/30/2022	Amelia Marian	The full amount of the grant is allocated in the first year. All unspent funds from the first year can be spent during the grants final year.

**Attachment 21 - Grants Awarded to DHS
FY2018**

Shelter Plus Care Grant (SPCG20)	3,383,930	U.S. Department of Housing and Urban Development	3,383,930	Provides shelter, through subsidized rent payments, and supportive services to formerly chronically homeless individuals and families that are disabled by substance use disorder or mental illness.	02/01/2021-01/31/2022	Nada Mohamed	N/A
Emergency Solutions Grant (ESCV02)	10,200,000	U.S. Department of Housing and Urban Development	10,200,000	Provides funding to prepare for, prevent, and respond to Corona Virus, among individuals and families who are homeless or receiving homeless assistance and to support additional homeless assistance and homelessness prevention activities to mitigate the imoacts created by Coronavirus.	07/20/2020 - 07/19/2022	Nada Mohamed	The full amount of the grant is allocated; funds must be spent within 24 months of signature
Food Stamp Administration Grant (21JAFS)	24,786,471	U.S. Department of Agriculture	21,991,341	Entitlement that is reimbursed based on DHS' approved cost allocation plan.	10/1/2021 - 09/30/2022	Anthea Seymour	N/A
Temporary Assistance for Needy Families (AFTF19)	88,368,286	U.S. Department of Health & Human Services, Office of Family Assistance	84,973,745	Provides funds to assist needy families achieve self-sufficiency.	10/1/2020 -00/00/00	Anthea Seymour	The full amount of the grant is allocated in the first year. All unspent funds from the first year are available until spent.
Medicaid (21JAMA)	12,896,639	U.S. Department of Health & Human Services	10,667,085	Entitlement that is reimbursed based on DHS' approved cost allocation plan.	10/1/2021 - 09/30/2022	Anthea Seymour	N/A
Indirect Cost Recovery (21IDCR)	7,673,024	U.S. Department of Health and Human Services Administration, Children and Families	7,347,658	Provides funds that are earned/reimbursed based on DHS' approved cost allocation plan.	10/1/2020 - 09/30/2021	Anthea Seymour	N/A
AFDC/TANF Collections (21ACTA)	20,000	U.S. Department of Health and Human Services Administration, Children and Families	7,498	Funds based on the amount recouped from TANF/AFDC	10/1/2020 - 09/30/2021	Anthea Seymour	N/A
Food Stamp Administration Grant (JAFS21)	7,578,100	U.S. Department of Agriculture	6,167,299	Funding to support the maintennce of the DC Access Eligibility System	10/1/2020 - 09/30/2021	Stephanie Bloch	N/A
Medicaid (JAMA21)	1,586,744	U.S. Department of Health & Human Services	1,276,506	Funding to support the maintennce of the DC Access Eligibility System	10/1/2020 - 09/30/2021	Stephanie Bloch	N/A
PANDEMIC EBT ADMINISTRATIVE GRANT (21PEBT)	8,987,379	U.S. Department of Agriculture	4,480,692	To support P-EBT administrative cost	10/1/2020 - 09/30/2021	Stephanie Bloch	N/A
SNAP EMPLOYMENT & TRAINING DATABASE GRNT (03ETDB)	85,878	U.S. Department of Agriculture	85,878	To support State and local agencies in collecting and reporting outcome data for SNAP E & T programs, as well as additional funds for technical assistance, so that States can become more effective, data driven E & T providers	09/30/2020 -09/30/2023	Geoff King	The full amount of the grant is allocated in the first year. All unspent funds from the first year are available.
SNAP Fraud Framework Implementation Grant (92FFIG/19)	475,250	U.S. Department of Agriculture	450,349	To support State agency efforts to improve and expand recipient fraud prevention, detecttion and investigation efforts using the procedures, ideas and practices outlined in the SNAP Fraud Framework.	07/23/2019 -09/30/2021	Christa Phillips	The full amount of the grant is allocated in the first year. All unspent funds from the first year are available through period of performance.

Attachment #16

Leases

BUILDING ADDRESS	BUILDING NAME	DISTRICT BUILDING USE	LEASE TERM	LEASE COMMENCEMENT	LEASE EXPIRATION	TOTAL FY21 (Oct-Nov)	TOTAL FY22 Budgeted (Oct-Nov)
1107 11TH STREET NW	11th Street	FSA - Permanent Supportive Housing	10 year lease	12/14/2020	12/31/2030	979,289.98	1,087,165.91
1207 TAYLOR STREET NW	Taylor Street Service Center	ESA Service Center	15 year lease	2/15/2021	2/29/2036	1,078,680.16	1,312,119.15
1355 VALLEY PLACE SE	Valley Place	FSA Shelter	11 year lease This lease term is by the former owner. The current owner bought the lease and made amendentments to the lease due to change of use for the site.	8/9/2018	12/31/2030	398,249.84	515,201.40
2100 MARTIN LUTHER KING JR AVENUE SE	Anacostia Service Center	ESA Service Center	A new 15 year lease commenced on 1/1/2020 and expires on 6/29/2035	2/25/2019	10/31/2034	2,617,486.11	3,284,173.17
2210 ADAMS PLACE NE	Adams Place & Day Center	FSA Shelter & Day Center	5 year extension	12/1/2011	4/30/2023	1,315,742.71	1,436,010.16
3851 ALABAMA AVENUE SE	Fort Davis Service Center	ESA Service Center	10 year lease	2/1/2013	1/31/2023	848,855.01	903,835.73
4049 SOUTH CAPITOL STREET SE	Congress Heights Service Center	ESA Service Center	10 year lease	8/10/2015	12/11/2026	1,307,349.76	1,315,538.64
64 NEW YORK AVENUE NE	DHS Headquarters	SPECIAL USE- DHS Head Quarters	14 year lease	9/1/2012	1/10/2027	5,125,860.29	5,570,897.57
64 NEW YORK AVENUE NE	DHS Headquarters - East Side Expansion	SPECIAL USE- DHS Head Quarters	11 year lease	8/1/2015	1/10/2027	3,101,511.62	3,472,390.51
645 H STREET NE	H Street Service Center	ESA Service Center	14 year lease	2/4/2015	2/28/2029	4,922,591.55	4,563,549.30
920 RHODE ISLAND AVENUE NE	Virginia Williams Family Recourse Center	OFFICE- Family Assessment Center	11 year lease	1/1/2014	1/31/2025	1,109,594.45	1,110,987.80
1009 11th ST.. NW	Pat Handy Swing	FSA Shelter-Lease	1 year lease with two (1) year option to renew. Currentlty on second year option year.	1/1/2021	12/30/2023	1,178,364.52	1,368,354.51
810 5TH ST NW	Patricia Handy	FSA Shelter	20 year lease ; 1 (5) year option to renew	7/16/2014	1/31/2036	1,771,886.88	1,811,828.06
TOTAL						25,755,462.88	27,752,051.91

Attachment #18

Project Name	Ward	Capacity	DHS Facility Planner	DGS Project Manager	Project No	Start FY	Current Budget	Dollars Spent	Project Description	Contractor/Vendor	Current Project Phase	Next Major Project Milestone	Substantial Completion Date	Final (Anticipated) Completion Date	Project on Schedule (Y/N)	New Completion Date	Project Status/Notes
Short Term Family Housing																	
The Brooks SFTH Small Project	3	50 units	TBD	Jenny Register	HSW06C / THK16C	2021	\$206,000.00	\$ -	Installation of additional security cameras and additional staff office furniture.	TBD	Planning	Procurement	TBD	TBD	TBD	TBD	Project has been created in Project Team. DGS is in the process of reprogramming funds to support this project. DGS Project Management Team to submit RF TOP for final solicitation to CAP on 3/3/2023.
The Kennedy SFTH Small Project	4	45 units	TBD	Jenny Register	HSW06C / THK16C	2021	\$230,000	\$ -	Re-do of the bookshelf cabinet, installation of additional camera, change in office space management office.	TBD	Planning	Procurement	TBD	TBD	TBD	TBD	Project has been created in Project Team. DGS is in the process of reprogramming funds to support this project. DGS Project Management Team to submit RF TOP for final solicitation to CAP on 3/3/2023.
The Aya SFTH Small Project	6	50 units	TBD	Jenny Register	HSW06C / THK16C	2021	\$200,000	\$ -	Installation of additional security cameras and additional staff office furniture.	TBD	Planning	Procurement	TBD	TBD	TBD	TBD	Project has been created in Project Team. DGS is in the process of reprogramming funds to support this project. DGS Project Management Team to submit RF TOP for final solicitation to CAP on 3/3/2023.
The Houston SFTH Small Project	7	35 units	TBD	Jenny Register	HSW06C / THK16C	2021	\$36,500	\$ -	Installation of additional security cameras.	TBD	Planning	Procurement	TBD	TBD	TBD	TBD	Project has been created in Project Team. DGS is in the process of reprogramming funds to support this project. DGS Project Management Team to submit RF TOP for final solicitation to CAP on 3/3/2023.
The Triumph SFTH Small Project	8	50 units	TBD	Jenny Register	HSW06C / THK16C	2021	\$90,000	\$ -	The work is current on client waste management in the rear of the building. Changing in office table to create central tower.	TBD	Planning	Procurement	TBD	TBD	TBD	TBD	Project has been created in Project Team. DGS is in the process of reprogramming funds to support this project. DGS Project Management Team to submit RF TOP for final solicitation to CAP on 3/3/2023.
Permanent Supportive Housing																	
The Roshk PSH Conversion/000	8	26 apartments	Dwayne Gentry	Danell Hardie	DHS-0055-01-RENO	2021	\$1,600,000	\$ -	The inspection and repairs of the building infrastructure, interior and exterior repairs.	TBD	Procurement	Construction	12/31/21	2/28/22	N	9/1/22	Task order has been issued to the Bennett Group. 1/30/2022 Contracts and Procurement issued contracts to Task Order. Project kick-off anticipated for 2/14/2022
Hill East Paved - F1	6	100 one bedroom units	Dwayne Gentry	Danell Hardie	NA	2021		\$0	The design and construction of 100 new 1-bedroom units. Program space includes administrative offices, teaching kitchen, computer room, clothing storage, hot water, laundry, clinic assessment room, dog grooming area, roof terrace.	Danacell	Design	Construction	3/30/23	4/30/23	Y	N/A	Project is currently three days behind schedule however, with built in contingency schedule will deliver on per for original
Small Capital Projects																	
Pat Hardy Women's Shelter	2	213 beds	Syntia Pugh/Dwayne Gentry	Dave Antonio	TF501/PL010C	2020	\$4,785,790	\$ -	New Dedicated Outside Air System (DOAS) on the roof and associated infrastructure. Metal gutters. Modify existing windows, French doors/entrances, Power upgrade. Redesign and shower room renovation. Modify existing staff work, kitchen and supply. Provide shared shower lanes at the ceiling in the shower rooms. New wet wall installation at janitor's closets. Upgrade upgrades. Identify and eliminate water intrusion into the basement of the building.	Design Services - Alphas P.C.	Design	Construction	6/31/22	9/30/22	N	6/30/23	80% Construction Documents are being prepared and are due 7/20/2022. Additional design services charge order for mitigation of water infiltration at rear of facility is with DGS CAP.
DC Village	8	Warehouse	Bill Stewart	Danell Hardie	TF501	2019	\$3,500	\$ -	Interior renovation to include hallways, lighting, HVAC/covers replacement/consolidation of storage space	McClure & Associates	Design	Construction	9/30/21	10/30/21	Y	TBD	Design has revealed the potential increase in budget. Team is working on value engineering to balance the trade. However increase will be considered for FY2023. Design will be completed in anticipation of budget approval.
1315 New York Avenue Shelter HVAC Upgrade	5	360 beds	Harb Lee	Dave Antonio	THK18	2021	\$230,000	\$ 6,378.15	HVAC Upgrade	Camerra	Construction	Close out	2/28/22	3/31/22	N	3/31/22	Two (2) split conditioning units have been delivered and installed. Two (2) roof top units are expected to be delivered the week of 01/23/2023.
Sevier Road Building Upgrades	8	28 apartments	TBD	Dave Antonio	TF501	2021	\$350,000	\$ -	HVAC and Roof Replacement	TBD	Procurement	Procurement of Design-Build Services	TBD	TBD	TBD	TBD	Intent of Award letter issued to Atmos Solutions. Award package tentative award is on 01/26/2023.
Grand Shelter Laundry	1	20 apartments	TBD	Dave Antonio	TF501	2021	\$125,000	\$ -	Installation of New Laundry Room	TBD	Procurement	Procurement of Design-Build Services	TBD	TBD	TBD	TBD	Intent of Award letter issued to Atmos Solutions on 12/21/2021. Award package is being prepared.
842 37 Street SE HVAC Upgrades	7	13 apartments	TBD	Dave Antonio	TF501	2021	\$200,000	\$ -	Family Shelter HVAC Upgrade	TBD	Procurement	Procurement of Construction Services	TBD	TBD	TBD	TBD	Intent of Award letter has been issued. Waiting on availability of Operating funds to issue Award package.
1131 Spring Road	1	40 beds	TBD	Jenny Register	TBD	TBD			Installation of New Retaining wall	TBD	Planning	Procurement	TBD	TBD	TBD	TBD	Project to be created in Project Team as the focus of the fiscal year. SCW and KGE will be subsequently be prepared and submitted to CAP for solicitation.
1207 Taylor Street	4	NA	Harb Lee	Robert Cooper	NA	2021	\$3,719,520 or \$1409KSF	TBD	Complete Interior Renovation for DHS and DOEE	Landlord: HIMMELFARB PROPERTIES INC	Design	Construction	11/1/21	12/1/21	Y	3/1/22	Design is complete. Construction is 70% complete. DGS and DHS is working with contractor to coordinate moving KGE back into the facility in March.
Low Barrier Shelter Facilities																	
801 East Single Men's Shelter Replacement	8	360 beds +50 beds during hyperthermia season	Dwayne Gentry	Cuba Haynes / Renee Holmes	THK19	2019	\$56,662,473	\$ 45,825,213.44	New Shelter to replace the existing 801 east men's shelter located on Saint Elizabeth's east campus. Low barrier, work beds, center-traditional front, and simple dorms, clinic, day center, administrative space, and outdoor recreation space.	BlueSky Conkley Williams	Construction	Closeout	12/18/21	TBD	N	3/31/22	New Men's Shelter achieved substantial completion and Temporary Certificate of Occupancy issued on 12/29/2021. Ribbon cutting occurred 1/24/2022. Shelter providers began to occupy facility on 1/31/2022 with subsequent resident/client transition from prior shelter location on 2/3/2022.
1201 New York Avenue Shelter	5	360 beds +100 beds during hyperthermia season	Harb Lee	Dave Antonio	THK18	2021	\$40,000,000	\$ 50,000.00	New shelter to replace existing 1315 New York Avenue Shelter. New design will include low barrier, work beds, center-traditional front, and simple dorms, clinic, day center, administration space, and outdoor recreation space.	TBD	Procurement design services	Budget approval	TBD	TBD	NA	TBD	Proposals for Design RFP are due to CAP on 01/28/2022. Proposed Notice of Award 2/28/2022
New Single Shelter Site 1	TBD	75-100 beds Single Shelter Site	TBD	TBD	PS001	2022	\$31,738,461	\$ -	Two sites, up to 100 people each for total capacity of up to 200. Low-barrier shelter, clinic space, day program, hyperthermia beds	TBD	Procurement design services	Budget approval	TBD	TBD	NA	TBD	DGS Portfolio is in the process of acquiring the land/property for development.
New Single Shelter Site 2	TBD	75-100 beds Single Shelter Site	TBD	TBD	PS001	2022	\$31,738,461	\$ -	Two sites, up to 100 people each for total capacity of up to 200. Low-barrier shelter, clinic space, day program, hyperthermia beds	TBD	Procurement design services	Budget approval	TBD	TBD	NA	TBD	DGS Portfolio and DHS have identified the property and are awaiting direction from the CA's office to proceed with acquiring the property.
New Single Shelter Site 3	TBD	75 - 100 beds Single Shelter Site	TBD	TBD	THK22	2022	\$37,349,000	\$ -	Two sites, up to 100 people each for total capacity of up to 200. Low-barrier shelter, clinic space, day program, hyperthermia beds	TBD	Procurement design services	Budget approval	TBD	TBD	NA	TBD	DGS Portfolio and DHS have identified the property and are awaiting direction from the CA's office to proceed with acquiring the property.
New Single Shelter Site 4	TBD	75 - 100 beds Single Shelter Site	TBD	TBD	THK22	2022	\$37,349,000	\$ -	Two sites, up to 100 people each for total capacity of up to 200. Low-barrier shelter, clinic space, day program, hyperthermia beds	TBD	Procurement design services	Budget approval	TBD	TBD	NA	TBD	DGS Portfolio and DHS have identified the property and are awaiting direction from the CA's office to proceed with acquiring the property.
Leased Facilities																	
1515-57 Valley Place	8	18 apartments	Harb Lee	Honey Miller	NA	2020	\$2,000,000	\$ -	Tenant Improvement Project - Demolition/Abatement, Interior renovations, Windows and Doors Replacement, HVAC upgrades, and site work for two adjacent buildings with total of 18 Units.	MED	Construction	Construction Lease Negotiate	9/30/21	11/9/21	Y	4/1/22	Provider has moved-in and receiving resident make. MED is currently trying to schedule Key Fall Door Locks, schedule, with DHS's Provider. Once Key Fall Door Locks have been changed accordingly, all Low Valley work will be complete, and DHS' Provider Training will be scheduled, accordingly.
Fox Drive Service Center	7	NA	Gregory Walker	TBD	NA	2021	TBD	\$ -	New Flooring, New Lighting, Bathrooms, Kitchen and other Repairs	Dwesa	Planning	Lease Amendment	TBD	TBD	N/A	TBD	Working with DGS portfolio to finalize agreement with owner to perform work.
Madison Shelter Renovation	6	50 beds	TBD	Honey Miller	TBD	2022	\$4,000,000	\$ -	Interior Renovation	TBD	Planning	Procurement	TBD	TBD	N/A	N/A	Work is ongoing in limited scope of work and DOE to include Design RFP to CAP for resources. Solicitation anticipated for early Spring 2023.
Transitional Facilities																	
Henry Men's Shelter	5	190 beds	Harb Lee	Danell Radcliffe	THK17C	2018	\$13,007,000	\$ 1,432,640.37	Single Men's Shelter - Interior and Exterior renovation to include new HVAC system, new flooring, new administrative space, painting of entire building, etc.	Shelton Architects (AE) BIK, Banecker JV (GC)	Construction	Construction	2/15/21	3/17/21	N	7/1/22	Henry is experiencing some delay. Project schedule updates are under review by DGS. Proposed completion date is July 2022.
Blue Men's Shelter	6	80 beds	Harb Lee	Honey Miller	THK17C	2022	\$5,700,000	\$ -	Single Men's Shelter - Interior and Exterior renovation to include new HVAC system, new flooring, ADA demo, painting of entire building, etc.	Shelton Architects (AE)	Procurement	Construction RFP Issuance	TBD	TBD	TBD	TBD	Project is currently being reviewed by Contracts and Procurement for RFP Solicitation for General Contractor. Project start date is May 2023.
Projects in Close Out																	
The Terrell	1	15 SFTH apartments + 15 PSH 1 bedroom units	Dwayne Gentry	Danell Radcliffe	HSW01C	2017	\$38,612,638	\$ 26,801,449.00	New Short Term Family Housing	ACS Inc.	Project Complete	Project Complete	2/18/21	***	NA	5/28/21	Project complete. Owner requests assessment and proposal to house children signed at property.
NEW SFTH WARD 4 SHELTER (The Aya)	6	50 units	Dwayne Gentry	Chaw Wright/Renee Holmes (Interim)	HSW06C / THK16C	2016	\$25,169,070	\$ 24,361,209.25	Short Term Family Housing	Blue Sky Construction	Closeout Phase	None	7/30/20	10/31/20	Y	10/31/20	Project Complete and Closed Out with FMSD
SFTH WARD 6 SHELTER (The Aya) Clinic Build Out	6	Not a DHS Project	N/A	Chaw Wright/Renee Holmes (Interim)	HSW06C / THK16C	2016	\$1,659,763	\$ 1,576,793.81	Urgency Clinic	Bennett Group	Close Out Phase	None	3/8/21	8/1/21	Y	8/1/21	Project Complete and Closed Out with FMSD
Phase 2 Generator Installation (5 Sites)	4,6,8	N/A	Syntia Pugh	Dave Antonio	TF501	2019	\$921,000	\$ 694,000.00	Emergency Generator Installation at Spring Road, Wayne Place, V Street and Avenue Shelter	Capital Builders and Associates, Inc.	Close Out	Close Out	10/31/20	2/28/20	N	2/28/21	All generators have been started up and are in service. Project has been closed-out.

Attachment #19



Office of Integrity & Oversight

**Government of the District of
Columbia, Office of the Chief
Financial Officer**

January 31, 2022

**FOLLOW-UP ON OPEN
RECOMMENDATIONS
FOR THE AUDIT OF
INTERNAL CONTROLS
OF THE GIFT CARDS
PROGRAM AT
SELECTED AGENCIES
OF THE HUMAN
SUPPORT SERVICES
CLUSTER (HSSC-DHS)**

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Financial Officer



Office of Integrity and Oversight

January 31, 2022

Laura Green Zielinger, Director
Department of Human Services
64 New York Avenue, N.E., 6th Floor
Washington, DC 20002

Delicia Moore, Associate Chief Financial Officer
Human Support Services Cluster
64 New York Avenue, N.E.
Washington, DC 20002

Dear Ms. Zielinger and Ms. Moore:

This report summarizes the results of the Office of Integrity and Oversight's (OIO) Follow-up on Open Recommendations for the: "Audit of Internal Controls over the Gift Card Program at Selected Agencies of the Human Support Services Cluster" (18-01-01b HSSC) issued November 6, 2019. This follow-up review was conducted as part of OIO's continued oversight of the Office of the Chief Financial Officer operations and to ensure corrective actions were completed.

Based on the review of supporting documentation, we have deemed the three (3) open recommendations fully implemented. Should you have any questions, please call me at (202) 442-6433, or Tisha Edwards, Director, Internal Audit, at (202) 442-6446.

Sincerely,

Timothy Barry

Timothy Barry, Executive Director
Office of Integrity and Oversight

Attachment

cc: Marshelle Richardson, Chief Risk Officer, OCFO
Hayden Bernard, Agency Fiscal Officer, DHS

BACKGROUND

The Office of Integrity and Oversight (OIO) issued a report on the “Audit of Internal Controls over the Gift Cards Program at Selected Agencies of the Human Support Services Cluster (HSSC)” (18-01-01b HSSC) on November 6, 2019. OIO provided three (3) recommendations to the Director of the Department of Human Services (DHS) and the Associate Chief Financial Officer (ACFO) of the Human Support Services Cluster to strengthen internal controls over the DHS gift card program. At the conclusion of the audit, no recommendations were fully implemented, and three (3) recommendation remained open.

OBJECTIVES, SCOPE, and METHODOLOGY

The objectives of our follow-up reviews were to determine whether: (1) DHS closed the open recommendations, and (2) the corrective actions taken met the intent of the recommendations.

To achieve these objectives, we requested the status of the recommendations, reviewed supporting documentation, met with, or made inquiry of appropriate staff as necessary, and determined whether the actions taken met the intent of the recommendations.

The work performed on this follow-up did not constitute an audit conducted in accordance with Generally Accepted Government Auditing Standards.

Audit of Internal Controls over the Gift Cards Program at Selected Agencies of the Human Support Services Cluster (HSSC) - DHS

DHS responded to our initial request for status on September 30 and December 2, 2021, and provided additional support and explanation as requested. Based on the criteria set forth, our review of DHS response and supporting documentation, we noted the following:

Recommendation 9:	We recommend the Executive Director, DHS, reinforce gift card policies related to monthly reconciliation reports submission and verification.
Management's Response on November 6, 2019:	The agency agreed and noted – Beginning in the second Quarter of FY 2020, all gift card custodians and distributors will be required to meet at least quarterly with the DHS AFO Team and with a representative from the DHS Office of Program Review, Monitoring and Investigation (OPRMI) to ensure gift card custodians are fully aware of responsibilities with respect to policies and procedures, monthly reporting, and quarterly reporting as participants in the gift card program.
Management's Response to Follow-up Questionnaire September 30, 2021:	Quarterly audits were conducted by DHS/OCFO with all ESA and FSA agency designee(s) and monthly reconciliation reports are consistently being collected. The goal of DHS ESA and FSA program staff is to ensure 100% of monthly reconciliation reports are provided moving forward and established internal controls reviews have been implemented to meet this goal.
OIO's Evaluation:	<p>Fully Implemented. OIO obtained and reviewed the Meeting Minutes for October 28, 2020, and September 21, 2021, respectively between OCFO, OPRMI, Custodians, and Distributors and noted tracking and reconciliation issues were discussed. Additionally, we obtained and reviewed samples of quarterly and year-end Gift Card Reconciliation Reports.</p> <p>Based on our review, the corrective action taken by DHS was fully responsive and meets the intent of the Recommendation.</p>

Recommendation 10:	We recommend the ACFO, DHS, reinforce the monitoring and oversight requirements outlined in the existing procedures.
Management's Response on November 6, 2019:	The agency agreed and noted, effective FY 2020, the OCFO has committed to meeting with the gift card custodians and distributors on a quarterly basis to ensure staff are aware of the responsibilities with regards to administering, accounting, and reporting on gift card inventory.
Management's Response to Follow-up Questionnaire September 28, 2021:	The DHS Agency Fiscal Officer (AFO) and the Accounting Officer are updating policies and procedures to strengthening the enforcement of the gift card program for ESA and FSA. Beginning in the second quarter of FY20, all gift card custodians and distributors will be required to meet at least quarterly with the DHS AFO team and with a representative from DHS Office of Program Review, Monitoring and Investigation (OPRMI) to ensure gift card custodians are aware of responsibilities with respect to policies and procedures, monthly and quarterly reports as participants in the gift card program. These regular DHS gift card custodian and distributor meetings will also be an opportunity to voice concerns with respect to implementing policies and procedures (in case clarifications or updates are needed in internal policies) and to ensure that transition of gift card custodians is effective, so new custodians understand all of their responsibilities and no cards are unaccounted for. The agency has changed the quarterly meeting to annually due to COVID-19.
OIO's Evaluation:	<p><i>Fully Implemented.</i> OIO obtained and reviewed the Meeting Minutes for October 28, 2020, and September 28, 2021 respectively, monitoring and oversight of the agency gift card were emphasized.</p> <p>Based on our review, the corrective action taken by DHS was responsive and meets the intent of the Recommendation.</p>

Recommendation 11:	We recommend the ACFO, DHS, research variances identified between Custodian and Distributor reporting.
Management's Response on November 6, 2019:	The agency agreed and noted in its response that, "Upon completion of the count for each program, the Accountants will review the monthly reconciliations submitted from the program for the quarter and compare to the actual count. Any discrepancies noted, will be discussed with the program to determine the cause of the variance. In most cases, the discrepancies are resolved. If there is no resolve, then the program will be required to submit an incident report and the appropriate changes will be made to the reconciliation. Reconciliation is performed and retained for every program within the Department of Human Services that maintain an inventory of gift cards.
Management's Response to Follow-up Questionnaire September 30, 2021:	Beginning in FY 2019, where variances or discrepancies were identified within programs, gift card custodians have been required to submit signed Memorandums to acknowledge any missing or unaccounted cards, and to acknowledge that monthly and quarterly counts will be performed to mitigate issues moving forward.
OIO's Evaluation:	<p><i>Fully Implemented.</i> OIO obtained and reviewed supporting documentation such as meeting notes between OCFO, OPRMI, Custodians, and Distributors and noted tracking and reconciliation issues were discussed.</p> <p>Based on our review, the corrective actions taken by DHS was fully responsive and meets the intent of the recommendation.</p>

Attachment #20

Department of Human Services FY2021

Agency Department of Human Services

Agency Code JAO

Fiscal Year 2021

Mission The mission of the D.C. Department of Human Services is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance and supportive services.

Summary of Services

The mission of the Department of Human Services (DHS) is achieved via three agency programs. Agency Management and the Office of the Director provide executive management, policy direction, strategic and financial planning, human capital management, information technology, capital programs, legislative and community relations, and performance management. The Office of Program Review, Monitoring, and Investigation includes internal affairs/agency risk management, fraud investigation, homeless shelter monitoring, and a quality control division.

The Family Services Administration (FSA) provides an array of social services and supports for District residents to solve crises, strengthen families and connect to resources and programs to improve their well-being. FSA manages a system of care to make homelessness rare, brief and non-reoccurring; administers a system of services and supports for youth who are at-risk of court-involvement, school disengagement, homelessness and repeat teen pregnancy, and provides crisis-intervention services for families and refugees.

The Economic Security Administration (ESA) determines and maintains eligibility for cash, food, child care, and medical benefits. ESA also, through a Two Generational (2Gen) approach, administers the Temporary Assistance for Needy Families (TANF) and Supplemental Nutritional Assistance Program (SNAP), Employment and Training (SNAP E&T) programs, which provide employment and training-related activities designed to improve long-term employability and achieve sustaining income.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In FY21, DHS and its partners granted emergency rental and utility financial support for more than 23,000 District households facing housing instability due to the pandemic.	In FY21 DHS and its partners launched the Stronger Together by Assisting You program (STAY DC), a financial assistance fund that supports covering past and future rental payments and utilities for residents facing housing instability due to the pandemic. In early FY21, the District received \$200 million from the U.S. Treasury as part of its efforts to offer rent relief to families facing economic hardship due to the Coronavirus pandemic. The District directed an additional \$152 million from its American Rescue Plan award, bringing the fund's total to \$352 million. The efforts of District employees supporting STAY DC to allocate about \$10 million dollars per week to residents in need resulted in the District being the regional leader in pandemic rent relief fund distribution and led the nation in per capita spending of Emergency Rental Assistance Program funds, while being second in the nation in the percent of its allocation spent.	District residents who are the most in-need were hit the hardest by the pandemic in many ways, including financially. By the end of FY21, more than 90% of the program's \$352 million had been obligated to more than 23,000 District households. 83% of the awarded households fell at or below 30% of the median family income – about \$38,700 for a family of four. Another 14% were in the range of 50% of the median family income, about \$64,500 for a family of four. The financial support provided through STAY DC allowed DC residents to remain in their homes through this difficult season, a foundational step to economic recovery and a key to the peace of mind for families trying to rebuild during this difficult time.
In FY21, DHS issued \$124 million in Pandemic-EBT funds to more than 50,000 households with children across the District.	In FY21, DHS continued remote operations and launched hybrid operations, refining the systems and business processes introduced in FY20 as a result of the COVID-19 pandemic, including those relating to Pandemic-EBT (P-EBT), which provides additional food assistance to families of children eligible for free and reduced lunch in schools. DHS staff has continued to be agile in navigating the ever-shifting landscape of the pandemic, fielding calls through the dedicated P-EBT call center and doing their part to ensure that the nutritional needs of the children of the District don't go unmet.	In FY21, DHS continued to secure and distribute enhanced federal resources to provide temporary food assistance to families of children who were eligible to receive meals under the National School Lunch Program (NSLP). The program replaced in-school breakfast and lunch for eligible children who would have otherwise missed the meals due to school closures caused by the COVID-19 pandemic. The emergency funds provided many District families facing food insecurity with additional resources during the public health emergency, as DHS issued \$124 million to more than 50,000 households across the District.
In FY21, DHS supported the transition of more than 1,600 District residents into permanent housing	DHS's housing-first strategy remains central to our work to make homelessness rare, brief and non-recurring for District residents. For the first time ever, the agency supported the transition of more than 1,600 residents into permanent housing in one year, providing peace of mind, physical safety and a strong foundation for stable living for these residents and their families. For many residents, moving into permanent housing over the past year ended years of homelessness, allowing them to focus on building towards their long-term goals for themselves and their families, rather than having a more singular focus on the short-term day-to-day basic needs that need to be met.	In FY21 DHS supported the transition of more than 1,600 District residents into permanent housing during the public health emergency, the highest number of residents DHS has ever moved into permanent housing in one year. This marks a major milestone in the agency's work to achieve the Bowser administration's goal of making homelessness rare, brief and non-recurring in the District. This milestone, which contributed to a 20% overall decrease in homelessness since last year, is a result of focused efforts to reform DHS systems to better serve residents, including decreasing the length of time from voucher application to lease-ups from six months to two months since December 2020 and achieving a 100% utilization rate of FY20 vouchers. The agency looks to build on the success of FY21 into FY22, beginning with the District's goal of working with community partners and housing partners to place 1,250 families and individuals into housing by February 28, 2022 through the fifth annual "Home for the Holidays" campaign.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Develop an effective crisis response system for unaccompanied adults who experience homelessness. (3 Measures)											
Individuals becoming homeless for the first time	Quarterly	3428	2993	No Target Set	620	552	472	696	2340	No Target Set	
Average length of time (days) experiencing homelessness (individuals)	Quarterly	175	160	No Target Set	192	168	203	167	179	No Target Set	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of individuals returning to homelessness within 6-12 months	Annually	7.5%	5.4%	No Target Set	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5.7%	No Target Set	
2 - Develop an effective system of care for families who experience homelessness. (3 Measures)											
Families becoming homeless for the first time	Quarterly	605	531	No Target Set	109	107	74	115	405	No Target Set	
Average length of time (days) experiencing homelessness (families)	Quarterly	281	256	No Target Set	281	172	149	136	184.5	No Target Set	
Percent of families returning to homelessness within 6-12 months	Annually	2.1%	3.4%	No Target Set	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2.2%	No Target Set	
3 - Implement a system of services and supports for youth, parenting youth and their families (7 Measures)											
Percent of youth who completed Youth Services Division programs with improved school attendance when truancy was an issue at referral and/or at closure	Quarterly	42.3%	Not Available	60%	No data available	No data available	No data available	No data available	No data available		
Percent of teen parents who met the educational component of their Individual Responsibility Plan (IRP)	Annually	63.8%	77%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80%	Met	
Number of youth who exited the youth homelessness system to permanent, stable housing	Quarterly	23	69	48	28	12	0	5	45	Nearly Met	Due to the onset of the covid pandemic, the youth homeless system was not exiting youth from programs.
Number of youth diverted from shelter or time limited housing programs (includes family preservation, reunification with natural supports, and other exits to permanency)	Quarterly	31	73	36	24	12	28	26	90	Met	
Percent of teen parents receiving services from the Teen Parent Assessment Program (TPAP) who do not have additional pregnancies	Annually	85.1%	91.6%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95%	Met	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of youth who completed Youth Services Division programs without juvenile justice involvement while they were in the program	Quarterly	88.9%	91.4%	85%	93%	95%	95%	98%	95.3%	Met	
Percent of youth who completed Youth Services Division programs who showed improved functioning at closure as indicated by decline in their Child and Adolescent Functional Assessment Scale (CAFAS) scores	Quarterly	86.4%	84.3%	85%	92%	76%	80%	86%	83.5%	Nearly Met	YSD just missed its target for the fiscal year because of the impact the covid pandemic had on the previous quarters (Q1, Q2 and Q3) when case management was taking place virtually. Although during Q4 in-person case management resumed, the underreporting that took place throughout most of the fiscal year resulted in not meeting our target. That is, case workers had to complete the CAFAS based on client self-report rather than receiving information from multiple sources and initial CAFAS scores tended to be either low or remained the same, so rates of improvement were less than previous fiscal years

4 - Through a Two Generational (2Gen) Approach, empower DHS customers to improve their economic stability and well-being. (4 Measures)

Number of New Education or Training Placements per 1,000 TANF Work-eligible Customers (Monthly Average)	Quarterly	28.7	19.8	10	12	12	9.8	15.4	12.3	Met	
Number of New Employment Placements per 1,000 TANF Work-eligible Customers (Monthly Average)	Quarterly	9	5.4	18	3	2.9	2.1	3.7	2.9	Unmet	The low number of employment placements for TANF customers in FY21 can be attributed to the impacts of the COVID pandemic. It has been increasingly difficult to source new job opportunities and many pre-existing opportunities have been eliminated as the pandemic has continued. Additionally, childcare has been less available and many individuals have elected to not be vaccinated, eliminating them from many opportunities.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of TANF Employment Program Participants Who Participated in Eligible Activities	Quarterly	16%	23.5%	25%	21%	21%	22%	23%	21.8%	Unmet	The number of eligible customers served by the agency has grown significantly in FY21 from the previous year that didn't contribute to increased assignment to the vendors (due to # of outstanding assignments/IRPs?). The average number of customers served by the JPSP for FY21 went down by 30%. But the overall participation of the customers served by the JPSPs has steadily gone up. The agency has been working with the teams to complete the outstanding assessments and IRPs that will allow them increased assignment to vendors
Percent of Newly Employed Customers Earning a DC Living Wage	Quarterly	41.8%	62.8%	35%	79%	82%	61%	68%	72.5%	Met	
5 - Improve the customer experience at DHS service centers. (7 Measures)											
Call Center: Abandonment Rate	Quarterly	62%	23.5%	40%	29%	21%	21%	36%	26.8%	Met	
SNAP Error Rate	Quarterly	15.7%	Not Available	10%	Needs Update	Waiting on Data	Waiting on Data	Waiting on Data	No data available		
SNAP Application Timely Processing Rate (applications processed within 7 days for e-SNAP and 30 days for regular SNAP)	Quarterly	95.5%	95.3%	95%	92%	Waiting on Data	Waiting on Data	Waiting on Data	92%	Nearly Met	Currently awaiting SNAP Application Timely Processing Rate calculation due to ongoing COVID-19 Pandemic
Service Center Average Wait Time in Lobby (minutes)	Quarterly	122.5	Waiting on Data	110	No data available	No data available	No data available	No data available	No data available		
Service Center Average Wait Time in non-Lobby (days)	Quarterly	5	4	7	No data available	No data available	No data available	No data available	No data available		
Call Center: Average Wait Time (Minutes)	Quarterly	23.8	32.5	12	20	10	10	49	22	Unmet	In FY21 the DHS call centers saw a significant increase in call volume. DHS took measures to support call center staff with navigating the increase, however wait times were still longer than anticipated due to the learning curve of ramping new support staff up. DHS expects this wait time to continue to improve in FY22.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Service Center Same Day Completion Rate (Percent of Lobby Cases)	Quarterly	85%	83.7%	85%	No data available	No data available	No data available	No data available	No data available		

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Homeless Services Continuum- Individuals (6 Measures)							
Number of individuals experiencing homelessness (annual)	11,096	9253	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8325
Number of individuals experiencing homelessness, January Point-in-Time (PIT)	3875	3947	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3871
Number of homeless Veterans, Point-in-Time (PIT)	292	294	Annual Measure	Annual Measure	Annual Measure	Annual Measure	186
Number of individuals experiencing chronic homelessness, Point-in-Time (PIT)	1374	1337	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1943
Average monthly housing placements (Individuals experiencing homelessness)	116	75	76	66	73	50	66.3
Average monthly housing placements (Veterans)	47	30	21	18	17	16	18
2 - Homeless Services Continuum- Families (4 Measures)							
Number of family households experiencing homelessness (annual)	1537	1371	Annual Measure	Annual Measure	Annual Measure	Annual Measure	924
Number of housing placements annually (family households)	788	715	Annual Measure	Annual Measure	Annual Measure	Annual Measure	617
Number of family households experiencing homelessness, January Point-in-Time (PIT)	815	768	Annual Measure	Annual Measure	Annual Measure	Annual Measure	405
Average monthly census in family shelter	534	472	280	185	118	151	187
3 - Youth-Focused Diversion Services (5 Measures)							
Number of teen parents served by the Teen Parent Assessment Program (TPAP)	47	48	35	30	32	35	132
Number of youth served by the Strengthening Teens Enriching Parents (STEP) program	444	364	55	39	37	32	80
Number of youth experiencing homelessness placed into a housing program through the Coordinated Assessment and Housing Placement (CAHP) system	16	22	67	76	98	86	349
Number of youth served in the Alternatives to the Court Experience (ACE) program	778	614	174	117	119	32	266
Number of youth served by the Parent and Adolescent Support Services Program (PASS)	444	364	124	190	222	174	347
4 - TANF and FSET Case Management and Employment Assistance (7 Measures)							
Total Number of Work-Eligible TANF Customers (Monthly Average)	9380	10,544	11,155	11,491	11,037	10,342	11,006.3
Average Number of Families Entering TANF (Per Month)	346	331	292	229	211	188	230
Total Number of Children Receiving TANF Cash Benefits (Monthly Average)	22,248	24,959	26,254	26,781	25,802	24,801	103,638
Average Number of Families Exiting TANF (Per Month)	350	233	211	177	574	645	401.8
Total Number of Adults Receiving TANF Cash Benefits (Monthly Average)	11,036	12,405	13,124	13,519	12,985	12,167	12,948.8
Average TANF Caseload (Per Month)	12,544	13,813	14,762	15,092	14,902	14,501	14,814.3
Number of Families Re-certified for TANF Eligibility (Per Month)	644	Not Available	No data available	No data available	1531	1710	810.3
5 - Eligibility Determination and Enrollment Support (12 Measures)							
SNAP: Number of Households Re-certified for SNAP Eligibility (Per Month)	3081	Not Available	No data available	No data available	3895	4036	1982.8

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Medical Assistance: Number of Medicaid Applications	10,613	Waiting on Data	Needs Update	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data
SNAP: Number of SNAP Applications (Monthly Average)	3205	3953	6184	Waiting on Data	3083	3784	4060.5
Medical Assistance: Number of Medicaid Applications that are Approved	10,940	Waiting on Data	Needs Update	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data
SNAP: Average SNAP Caseload (Per Month)	65,447	70,419	83,090	87,198	87,354	83,044	85,171.5
Call Center: Average Number of Calls Received, Includes Served + Abandoned (Per Month)	32,615	33,198	37,358	29,503	33,989	41,163	35,503
Medical Assistance: Average Medicaid (MAGI + Non-MAGI) Enrollment (Per Month)	259,356	258,723	236,220	203,214	Waiting on Data	Waiting on Data	Waiting on Data
Medical Assistance: Average Alliance Medical Assistance Program Enrollment (Per Month)	14,987	14,840	15,133	15,131	Waiting on Data	Waiting on Data	Waiting on Data
Service Centers: Average Daily Number of Client Visits at Service Centers, Including Lobby Cases (Per Month)	831	Not Available	No data available	No data available	No data available	No data available	No data available
Service Centers: Average Daily Number of Non-lobby Cases at Service Centers (Per Month)	558	687	No data available	No data available	No data available	No data available	No data available
Call Center: Average Number of Calls Served (Per Month)	12,348	20,473	26,234	23,079	26,582	26,139	25,509
SNAP: Number of New Households Approved for SNAP and Receiving SNAP Benefits (Per Month)	2350	2771	2333	1920	1322	1587	1790.5

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Develop an effective crisis response system for unaccompanied adults who experience homelessness. (1 Activity)		
Homeless Services Continuum- Individuals	The Family Services Administration provides a continuum of services to individuals experiencing homelessness or at risk of homelessness, so that they can access temporary shelter and obtain and/or maintain sustainable housing. The continuum of services includes outreach, coordinated entry, low barrier shelter, diversion and rapid exit from shelter, rapid rehousing, day programs, meal programs, targeted affordable housing and permanent supportive housing. FSA also provides targeted support for Veterans experiencing homelessness as well as resources and services during hypothermia and cold emergency alerts.	Daily Service
2 - Develop an effective system of care for families who experience homelessness. (1 Activity)		
Homeless Services Continuum- Families	The Family Services Administration provides a continuum of services to families experiencing homelessness or at risk of homelessness, so that they can obtain and/or maintain improved housing. The continuum of family services includes centralized intake and eligibility assessment at the Virginia Williams Family Resource Center, prevention services, emergency shelter, rapid rehousing, housing navigation and permanent supportive housing.	Daily Service
3 - Implement a system of services and supports for youth, parenting youth and their families (1 Activity)		
Youth-Focused Diversion Services	DHS, Family Services Administration (FSA), Youth Services Division (YSD) provides youth-focused services through the following programs: <ul style="list-style-type: none"> Parent and Adolescent Support Services (PASS), which works with youth up to the age of 17 years old who have committed status offenses (mainly truancy) by conducting comprehensive youth assessments and providing intensive case management and linkages to other supportive services. PASS Crisis and Stabilization Team (PCAST), provides crisis assessment, intervention, and stabilization services to youth and their families that are referred to the Parent and Adolescent Support Services Program (PASS). Staff provide outreach, advocacy and coordination of services while engaging community resources. In addition, PCAST works to enhance coping skills and empower youth and their families to achieve stability. Functional Family Therapy (FFT) is an intensive, short term intervention/preventive service that offers in-home family counseling designed specifically to address status-offending behaviors and juvenile delinquency from a relational/ family-based perspective. FFT services target adolescents who are experiencing a high level of conflict in the home, exposure to domestic violence, truancy, curfew violations, running away, and substance abuse. In addition, FFT services are also used as part of the homeless youth prevention services. FFT sessions are held at least once per week for 3-6 months; every session includes all key members of the family. FFT therapists use a national FFT evidence-based model to work with the referred youth and families. This model assesses family behaviors that have contributed to the youth's delinquent behavior, modifies strained family communication, improves parenting skills, and generalizes changes to community contexts and relationships. Alternatives to the Court Experience (ACE), the sole diversion program in Washington, DC, which offers individually tailored and clinically-appropriate services to youth up to 17 years old and families as alternatives to arrest and prosecution. ACE's goal is to reduce recidivism, reengage youths in school, and improve overall youth functioning The Teen Parent Assessment Program (TPAP), which provides case management and support services to teen parents ages 17 and under who receive TANF or self-refer to the program. TPAP's goal is to move program participants towards self-sufficiency through completion of their high school or GED program. Strengthening Teens Enriching Parents (STEP), which works with youth up to 17 years old who are reported missing to the police. Case managers provide outreach to assess why the youth has left home and together with the family, implement services with community partners—particularly Sasha Bruce—and other District agencies to reduce the likelihood of future missing persons reports, and increase family stability. Homeless Youth Services works with youth up to 24 years old who are experiencing homelessness—or at risk of experiencing homelessness—connect with services to reunite them with their family and resolve family conflicts. Community organizations provide services such as drop-in centers, street outreach and housing. 	Daily Service
4 - Through a Two Generational (2Gen) Approach, empower DHS customers to improve their economic stability and well-being. (1 Activity)		

Operations Title	Operations Description	Type of Operations
TANF and FSET Case Management and Employment Assistance	The Economic Security Administration provides case management and employment assistance through the Temporary Assistance for Needy Families (TANF) Education and Employment Program and Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program, which provide a range of services that are designed to promote long-term employability and sustainable income.	Daily Service
5 - Improve the customer experience at DHS service centers. (1 Activity)		
Eligibility Determination and Enrollment Support	The Economic Security Administration provides eligibility determination and enrollment support for Federal and District cash, food, child care, and medical benefits. These include: <ul style="list-style-type: none"> • Temporary Assistance for Needy Families (TANF), which provides temporary income support assistance for low income families while helping them improve their long-term employability and achieve family-sustaining income; • Supplemental Nutrition Assistance Program (SNAP), which is designed to provide supplemental nutrition assistance to individuals and families in need, and support their return to long-term employability; • District of Columbia Interim Disability Assistance program, which provides assistance to Supplemental Security Income (SSI) applicants pending SSI determination; • District of Columbia's child care subsidy program; and • Federal and District medical assistance programs, including Medicaid, Children's Health Insurance Program (CHIP), and the D.C. Healthcare Alliance Program.. 	Daily Service
7 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
Agency Management/Performance Management	The Office of the Director provides executive management, policy direction, strategic and financial planning, human capital management, information technology, capital programs, legislative and community relations, legal guidance, and performance management. The Office of Program Review, Monitoring, and Investigation includes agency risk management, fraud investigation, homeless shelter monitoring and a quality control division.	Daily Service

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Agency Management/Performance Management (1 Strategic Initiative)				
Expand internal capacity for inclusive culture, strategy, and racial equity	DHS will launch new efforts to build a culture that promotes employee engagement, inclusion, and equity. Specifically, the agency will redefine values through an inclusive process and revise long-term strategic goals. The agency will also build internal capacity for racial equity efforts by creating a team dedicated to designing, coordinating, and organizing racial and social equity plans to accomplish changes to policies, practices, and systems.	Complete	<p>In FY21, DHS made meaningful strides in the areas of employee engagement, equity and inclusion. The agency formed the Bold Racial Accountability & Vision for Equity (B.R.A.V.E.) Team, a representative team of employees tasked with developing, organizing and championing the agency's racial and social equity efforts. The team officially launched in February 2021 and has reached significant milestones in FY21, including finalizing the group's mission and problem statements, defining the group's scope of work, and identifying foundational workstreams. In FY22 the B.R.A.V.E. Team will continue to build internal capacity for racial equity efforts by creating a racial equity plan to accomplish changes to policies, practices and systems. With regards to the agency's strategic plan, in FY21 drafts of the agency's vision, values and long-term goals were created. In FY22 DHS will finalize each component of the strategic plan, including creating the roadmaps to achieve each goal.</p> <p>The continuation of monthly agency-wide email campaigns allowed DHS to inform and recognize employees and provided virtual employee engagement opportunities. In FY22, DHS looks forward to resuming in-person social engagement and wellness events, and adding additional contributors to out agency-wide internal communications. DHS established an employees group of Reopening Champions to coordinate and provide a feedback loop on employee concerns related to morale, equity, and being in the workplace during a pandemic (masks, PPE, covid testing, etc.). At the close of FY21, DHS administered an Employee Viewpoint Survey and will share those results and implement action plans for teams in FY22.</p>	
Eligibility Determination and Enrollment Support (1 Strategic Initiative)				
Improve Access to Benefit Eligibility and Enrollment Services	DHS will reduce call center volume, abandonment rates, and repeat service center visits; reduce payment error rates; and improve public benefit program compliance with Federal and local requirements. DHS will make these improvements based on implementing findings of our program review processes, using a quality improvement team model.	Complete	<p>In FY21 Q4, DHS completed reopening of 3 Service Centers and central office for in-person operations, providing communications and robust staff support throughout the quarter. The reopening included a shift to hybrid operations, which included major changes to safety procedures and equipment, scheduling, and telework policies. Hybrid operations have also necessitated changes to daily data, performance monitoring, and management techniques. As DHS navigates a 36% increase in SNAP certification workload above pre-COVID levels, it has also obtained waivers for interview requirements, increased staffing to the Public Benefits Call Center, and honed processing efficiencies. For FY21, DHS completed an upgrade of its workflow management system and practices, including rebalancing teams and redefining responsibilities, integrating workload and processing across access points, and developing practices to maximize capacity. DHS also completed development of its pre-authorization review process to improve processing quality, including system development, creating procedures, delivering training, and generating templates. The agency also addressed processing quality by integrating case review processes across several functions and overhauling corrective action development practices.</p> <p>In FY21, DHS increased the amount of supportive benefits available to District families by delivering Pandemic-EBT benefits. The agency also improved access to Alliance benefits by implementing certification changes and dedicating Call Center resources to the Alliance certification process. Finally, DHS completed renovation to the Anacostia Service Center location and initiated facility improvements to the Taylor Street and Fort Davis sites, as well.</p>	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Homeless Services Continuum- Families (2 Strategic initiatives)				
Improve Voucher Utilization	DHS and stakeholders will reduce the length of the housing process connecting residents to vouchers. Currently the process takes an average of five to six months from beginning to lease up, and the goal is to reduce the process to an average of three months. In addition, all FY20 and 90% of FY21 vouchers will be leased by the end of FY21.	75-99%	In FY21, the Department of Human Services was awarded 1,142 (PSH-I: 214; TAH-I: 66; EHV-I: 532; PSH-F: 96; TAH-F: 59; EHV-F: 175) housing vouchers from fiscal year budget enhancements and the American Rescue Plan Act of 2021. As a result, DHS referred a total of 1,198 clients across all voucher programs throughout the fiscal year. From these referrals a total of 1,140 clients who are currently working towards housing, if not already housed. To date, DHS has housed a total of 490 (25%) homeless clients into permanent housing. It is important to note that 707 of the 1,142 vouchers awarded to the District in FY21 came online in July 2021; therefore, DHS is still currently working towards referring individuals and families into these voucher resources. DHS previously launched an initiative to improve the efficiency of voucher utilization. The initiative resulted in many recommendations that included 1) the creation DCHA's Voucher Budget Utilization Report, which is reported on quarterly; 2) data sharing for a creation of shared voucher utilization dashboard 3) identifying creative ways to speed up housing application submissions and determining eligibility. On the individual's side, the PEP-V and EHV (Emergency Housing Vouchers from American Rescue Plan Act) Sprints have increased voucher utilization. Since December 2020, the lengths of time between voucher application to lease-ups has reduced from 6 months to two months. Since beginning of the PEP-V sprint and addition of EHV Sprints have housed a total of 304 individuals. On the family's side, Project 170 is making incremental steps in improving voucher utilization for families. Since beginning Project 170, DHS has housed 141 families in permanent housing. Not including EHV's, the individuals programs has been able to utilize 100% of FY20 vouchers and is now experiencing turnovers. However, at the conclusion of FY21, the family programs were still working to lease-up households in their vouchers and are at 73% complete. DHS has also been able to track the length of time from voucher approval to lease-up more closely to identify strategies to decrease the time in-between.	DHS received an influx of EHV's towards the end of the year, causing the agency to land slightly out of reach of fully completing this goal. The agency expects to reach its goal in early FY22.
Enhance Service Delivery for Families Enrolled in the Family Rehousing and Stabilization Program (FRSP)	DHS will launch a case management program which provides both housing and TANF Employment and Education Program services. This joint Economic Security Administration and Family Services Administration model will be designed to help families in the Family Rehousing and Stabilization Program be assigned to case management services upon lease up. The model will offer client-driven services using a Two Generational approach with a focus on housing stability, education and growing economic security. The new case management model will fit within a progressive engagement framework that allows for a Permanent Supportive Housing referral within the first six to nine months or sooner if warranted.	75-99%	In FY21 DHS efforts to develop targeted components of the FRSP case management program model were stalled due to other pressing priorities that presented themselves through the public health emergency. DHS pivoted to focusing efforts on extending families in FRSP and improving work participation in TANF. In FY22 DHS will refocus on Career MAP, DC Flex expansion and modifications to management structure for FRSP case management.	This initiative was slowed down due to other more pressing matters presenting themselves during the public health emergency. In FY22, DHS will refocus on Career MAP, DC Flex expansion and modifications to FRSP's case management structure.
Homeless Services Continuum- Individuals (2 Strategic initiatives)				
Implement Redesigned Permanent Supportive Housing Program for Individuals that is Client-Focused, Flexible and Primed for Future Medicaid Billing	DHS will contract with providers to deliver a newly redesigned Permanent Supportive Housing Program for Individuals, providing housing navigation and stabilization services. The redesigned program will be anchored by clear provider performance metrics, Permanent Supportive Housing client outcomes, and a tiered service delivery and provider reimbursement model.	50-74%	FY21 culminated with the District submitting a State Plan Amendment to the US Centers for Medicare & Medicaid Services (CMS) to request approval to establish DC's inaugural Medicaid-financed housing supportive services benefit. The achievement of this milestone is the result of multi-year program design, cost analysis, consensus building and information sharing efforts between DHS and its contracted PSH providers, stakeholders to DC's homeless continuum, and DHCF. In the District's first strategy to end homelessness, HomewardDC, replacing local funds with Medicaid money to pay for housing case management, is included as a key path to financing the multiple homeless continuum improvements required to make homelessness rare, brief and non-recurring. Through a deliberative process with PSH providers and DHCF, one per member per month reimbursement rate was established to achieve equitable compensation to entities delivering PSH services, five core PSH provider performance metrics were developed to track the impact of their efforts on clients' housing tenancy outcomes, and DHS on the brink of finalizing the third iteration of its PSH contract with providers that reflects needed refinements to the program identified through this project. Each entity seeking to enroll in DC's Medicaid program, for reimbursement as a HSS provider, must first have an executed contract with DHS. The District is on-track to launch the new Medicaid Housing Supportive Services (HSS) benefit in FY23, Quarter 3 (April 2022).	In FY21, many strides were made towards redesigning the Permanent Supportive Housing program, culminating with the District submitting a State Plan Amendment to the US Centers for Medicare and Medicaid Services to request approval to establish DC's inaugural Medicaid-financed housing supportive services benefit. DHS expects that these changes will be implemented in FY22.

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Streamline Intake for Single Adults	DHS will develop a standardized process for intake and referrals for adult singles entering the homeless services system. The new process will minimize uncertainty and clarify expectations for clients and staff, ultimately helping to ensure equity, clarity, and promote timely exits from our homeless services system.	0-24%	This project is part of the homeless services system transformation for single adults planned under Homeward DC 2.0. The goal is to streamline entry into shelters through a central hub/hotline, thereby allowing DHS to implement more robust prevention and shelter diversion programming (via Project Reconnect). Initial planning has begun, and DHS has begun hiring staff that are critical to the Project Reconnect expansion. DHS has also begun realigning shelter policy and data collection requirements (starting with the new 801E Men's Shelter, anticipated to come online in January 2022) to begin shifting the system towards this new vision.	In FY21 this initiative was focused on research and development in order to provide the best service possible for individual District residents experiencing homelessness. DHS anticipates this initiative's completion in FY22.
TANF and FSET Case Management and Employment Assistance (3 Strategic initiatives)				
Implement the Next Phase of 2Gen Strategy	DHS will implement newly developed case coaching and career ladder tools to further support TANF customers' entry into high-growth career pathways. These newly developed tools will incorporate Two Generational activities into TANF case plans and further integrate services between the Economic Security Administration and Family Services Administration.	Complete	Workforce, Employment and Training (DCWET) completed the following projects during FY21 to enhance whole-family services: 1. Case Coaching – LIFT-DC provided a case coaching training to 15 staff in the Office of Work Opportunity (OWO) and offered ongoing technical assistance to OWO supervisors for the Targeted Mobility Coaching (TMC) Program. The training helped improve staff's day-to-day interactions with customers assigned to TMC and taught them how to better motivate customers to achieve their employment and education goals. 2. DC MOMS – The Office of Work Opportunity (OWO) completed the pilot period for the DC Mental health Outreach for Mothers (DC MOMS) program during the first quarter of FY21. 183 mothers completed DC MOMS during the pilot. Yale's Elevate team provided ongoing technical assistance to DCWET in FY21 to plan the relaunch of the program. This included plans for staffing, incentives, outreach and recruitment, training, etc. Classes for DC MOMS are scheduled to begin on October 26th and October 28th. 3. Customer portal – DCWET launched the TEP Customer Portal on June 25th. The portal is an online tool that allows customers to submit documentation necessary to satisfy work readiness, employment, or training program requirements. This includes the Universal Time and Attendance Form, Volunteer Service Agreement, Non-Traditional Employment Earnings Form and DHS Work Experience Agreement. SPOT trained all 13 TEP providers on the new portal and conducted a demo for the ESA Administrator. SPOT is looking to put together customer training videos later this month and in early November to complement the portal. The Customer Portal and DCWET MAP trainings were added to the training catalog for FY22.	
Align Workforce Development Initiatives to Leverage High Growth Areas and Key Partnerships	DHS will create internal capacity to focus on key partnerships through workforce development projects, District-based collaborations, and pursuing funding opportunities. In addition, DHS will align the TANF and SNAP Employment and Training programs more closely by ensuring provider alignment, staff completion of trainings on customer outcomes, and continuing to leverage partnerships to maximize the services that are available to customers.	Complete	The Division of Customer Workforce, Employment and Training (DCWET) established the following partnerships during FY21 to enhance employment outcomes for TANF and SNAP E&T customers: 1. Beginning in FY20, DCWET initiated a partnership with the Baltimore D.C. Building Trades, the Local Affiliate of North America's Building Trades Unions that supports the 28 local unions in the greater Baltimore/Washington, DC/Northern Virginia region - which represent thousands of skilled craft professionals in the building and construction industry. TANF and SNAP E&T staff have been meeting with Building Trades staff that represent 19 construction unions since October 2020. DCWET staff have been recruiting SNAP E&T and TANF participants to apprenticeships offered through the Building Trades. 2. SNAP E&T program finalized an MOU with the Workforce Investment Council to co-fund additional healthcare sector training through one existing SNAP E&T grantees – SOME, with placements connected to employment opportunities through their healthcare intermediary partner DC Hospital Association. A total program budget of up to \$180,192 (including \$30,192 in SNAP E&T 50% funds) will be used to train and provide comprehensive case management services to 14 SNAP recipients and 11 non-SNAP DC residents (funded 100% through WIC), as well as support additional participant payments. 3. The SNAP E&T program also completed a Request for Applications (RFA) process that increased the provider pool from 19 to 23 for FY22. Final grant agreements and MOU documents are currently in OGC review, with a goal of finalizing in the next few weeks.	
Targeted Outreach to Wards 7 & 8	DHS will increase participation in employment and training workforce activities, including workforce and occupational training, job search, job placement, and job retention, for TANF and SNAP Employment and Training customers living in Wards 7 and 8. DHS will accomplish this by developing and implementing a targeted customer outreach plan.	Complete	The Division of Customer Workforce, Employment and Training (DCWET) completed the following activities to connect customers to meaningful employment in FY21: 1. Digital Divide – Beginning in FY20, DCWET's Office of Performance Monitoring (OPM) issued guidance that allowed providers in the TANF Employment and Education Program (TEP) to secure 650 laptops/tablets for customers participating in education or employment activities. The SNAP Employment and Training (SNAP E&T) Program also worked on the digital divide by launching a Laptop Loaner Program through employment partner, Byte Back. The program is open for all SNAP E&T grantees to make referrals and had a total inventory of 150 laptops. 2. Hiring Events – DCWET hosted and partnered on several employment and job fairs, including: (1) The TEP Healthcare Education Fair (July 22nd) with over 160 TEP customers in attendance, (2) TEP Universal Job fair (May 19th and August 18th) with 91 TEP customers participating, (3) two Unified Education Fair focusing on the Hospitality Industry (October 2021) with 9 education and training partners, and (4) the Pathways to Human Services Hiring Event with over 200 jobs posted with DHS and partners and over 1,000 jobseekers registered overall.	

Attachment #21

Department of Human Services FY2022

Agency Department of Human Services

Agency Code JA0

Fiscal Year 2022

Mission The mission of the D.C. Department of Human Services is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance and supportive services.

Strategic Objectives

Objective Number	Strategic Objective
1	Develop an effective crisis response system for unaccompanied adults who experience homelessness.
2	Develop an effective system of care for families who experience homelessness.
3	Implement a system of services and supports for youth, parenting youth and their families
4	Through a Two Generational (2Gen) Approach, empower DHS customers to improve their economic stability and well-being.
5	Improve the customer experience at DHS service centers.
7	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Develop an effective crisis response system for unaccompanied adults who experience homelessness. (1 Measure)					
Percent of individuals returning to homelessness within 6- 12 months	Neutral	7.5%	5.4%	5.7%	No Target Set
2 - Develop an effective system of care for families who experience homelessness. (1 Measure)					
Percent of families returning to homelessness within 6- 12 months	Neutral	2.1%	3.4%	2.2%	No Target Set
3 - Implement a system of services and supports for youth, parenting youth and their families (7 Measures)					
Percent of teen parents receiving services from the Teen Parent Assessment Program (TPAP) who do not have additional pregnancies	Up is Better	85.1%	91.6%	95%	85%
Number of youth diverted from shelter or time limited housing programs (includes family preservation, reunification with natural supports, and other exits to permanency)	Up is Better	31	73	90	36
Number of youth who exited the youth homelessness system to permanent, stable housing	Up is Better	23	69	45	48
Percent of teen parents who met the educational component of their Individual Responsibility Plan (IRP)	Up is Better	63.8%	77%	80%	75%
Percent of youth who completed Youth Services Division programs who showed improved functioning at closure as indicated by decline in their Child and Adolescent Functional Assessment Scale (CAFAS) scores	Up is Better	86.4%	84.3%	83.5%	85%
Percent of youth who completed Youth Services Division programs with improved school attendance when truancy was an issue at referral and/or at closure	Up is Better	42.3%	Not Available	Not Available	60%
Percent of youth who completed Youth Services Division programs without juvenile justice involvement while they were in the program	Up is Better	88.9%	91.4%	95.3%	85%
4 - Through a Two Generational (2Gen) Approach, empower DHS customers to improve their economic stability and well-being. (1 Measure)					
Percent of Newly Employed Customers Earning a DC Living Wage	Up is Better	41.8%	62.8%	72.5%	35%
5 - Improve the customer experience at DHS service centers. (7 Measures)					
Call Center: Abandonment Rate	Down is Better	62%	23.5%	26.8%	40%

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
SNAP Error Rate	Down is Better	15.7%	Not Available	Not Available	10%
SNAP Application Timely Processing Rate (applications processed within 7 days for e-SNAP and 30 days for regular SNAP)	Up is Better	95.5%	95.3%	92%	95%
Service Center Average Wait Time in Lobby (minutes)	Down is Better	122.5	Waiting on Data	Not Available	110
Service Center Average Wait Time in non-Lobby (days)	Down is Better	5	4	Not Available	7
Call Center: Average Wait Time (Minutes)	Down is Better	23.8	32.5	22	12
Service Center Same Day Completion Rate (Percent of Lobby Cases)	Up is Better	85%	83.7%	Not Available	85%

Operations

Operations Title	Operations Description	Type of Operations
1 - Develop an effective crisis response system for unaccompanied adults who experience homelessness. (1 Activity)		
Homeless Services Continuum- Individuals	The Family Services Administration provides a continuum of services to individuals experiencing homelessness or at risk of homelessness, so that they can access temporary shelter and obtain and/or maintain sustainable housing. The continuum of services includes outreach, coordinated entry, low barrier shelter, diversion and rapid exit from shelter, rapid rehousing, day programs, meal programs, targeted affordable housing and permanent supportive housing. FSA also provides targeted support for Veterans experiencing homelessness as well as resources and services during hypothermia and cold emergency alerts.	Daily Service
2 - Develop an effective system of care for families who experience homelessness. (1 Activity)		
Homeless Services Continuum- Families	The Family Services Administration provides a continuum of services to families experiencing homelessness or at risk of homelessness, so that they can obtain and/or maintain improved housing. The continuum of family services includes centralized intake and eligibility assessment at the Virginia Williams Family Resource Center, prevention services, emergency shelter, rapid rehousing, housing navigation and permanent supportive housing.	Daily Service
3 - Implement a system of services and supports for youth, parenting youth and their families (1 Activity)		

Operations Title	Operations Description	Type of Operations
Youth-Focused Diversion Services	<p>DHS, Family Services Administration (FSA), Youth Services Division (YSD) provides youth-focused services through the following programs:</p> <ul style="list-style-type: none"> • Parent and Adolescent Support Services (PASS), which works with youth up to the age of 17 years old who have committed status offenses (mainly truancy) by conducting comprehensive youth assessments and providing intensive case management and linkages to other supportive services. • PASS Crisis and Stabilization Team (PCAST), provides crisis assessment, intervention, and stabilization services to youth and their families that are referred to the Parent and Adolescent Support Services Program (PASS). Staff provide outreach, advocacy and coordination of services while engaging community resources. In addition, PCAST works to enhance coping skills and empower youth and their families to achieve stability. • Functional Family Therapy (FFT) is an intensive, short term intervention/preventive service that offers in-home family counseling designed specifically to address status-offending behaviors and juvenile delinquency from a relational/ family-based perspective. FFT services target adolescents who are experiencing a high level of conflict in the home, exposure to domestic violence, truancy, curfew violations, running away, and substance abuse. In addition, FFT services are also used as part of the homeless youth prevention services. FFT sessions are held at least once per week for 3-6 months; every session includes all key members of the family. FFT therapists use a national FFT evidence-based model to work with the referred youth and families. This model assesses family behaviors that have contributed to the youth's delinquent behavior, modifies strained family communication, improves parenting skills, and generalizes changes to community contexts and relationships. • Alternatives to the Court Experience (ACE), the sole diversion program in Washington, DC, which offers individually tailored and clinically-appropriate services to youth up to 17 years old and families as alternatives to arrest and prosecution. ACE's goal is to reduce recidivism, reengage youths in school, and improve overall youth functioning • The Teen Parent Assessment Program (TPAP), which provides case management and support services to teen parents ages 17 and under who receive TANF or self-refer to the program. TPAP's goal is to move program participants towards self-sufficiency through completion of their high school or GED program. • Strengthening Teens Enriching Parents (STEP), which works with youth up to 17 years old who are reported missing to the police. Case managers provide outreach to assess why the youth has left home and together with the family, implement services with community partners—particularly Sasha Bruce—and other District agencies to reduce the likelihood of future missing persons reports, and increase family stability. • Homeless Youth Services works with youth up to 24 years old who are experiencing homelessness—or at risk of experiencing homelessness—connect with services to reunite them with their family and resolve family conflicts. Community organizations provide services such as drop-in centers, street outreach and housing. 	Daily Service
4 - Through a Two Generational (2Gen) Approach, empower DHS customers to improve their economic stability and well-being. (1 Activity)		
TANF and FSET Case Management and Employment Assistance	The Economic Security Administration provides case management and employment assistance through the Temporary Assistance for Needy Families (TANF) Education and Employment Program and Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program, which provide a range of services that are designed to promote long-term employability and sustainable income.	Daily Service
5 - Improve the customer experience at DHS service centers. (1 Activity)		
Eligibility Determination and Enrollment Support	<p>The Economic Security Administration provides eligibility determination and enrollment support for Federal and District cash, food, child care, and medical benefits. These include:</p> <ul style="list-style-type: none"> • Temporary Assistance for Needy Families (TANF), which provides temporary income support assistance for low income families while helping them improve their long-term employability and achieve family-sustaining income; • Supplemental Nutrition Assistance Program (SNAP), which is designed to provide supplemental nutrition assistance to individuals and families in need, and support their return to long-term employability; • District of Columbia Interim Disability Assistance program, which provides assistance to Supplemental Security Income (SSI) applicants pending SSI determination; • District of Columbia's child care subsidy program; and • Federal and District medical assistance programs, including Medicaid, Children's Health Insurance Program (CHIP), and the D.C. Healthcare Alliance Program.. 	Daily Service
7 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
Agency Management/Performance Management	The Office of the Director provides executive management, policy direction, strategic and financial planning, human capital management, information technology, capital programs, legislative and community relations, legal guidance, and performance management. The Office of Program Review, Monitoring, and Investigation includes agency risk management, fraud investigation, homeless shelter monitoring and a quality control division.	Daily Service

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Homeless Services Continuum- Individuals (6 Measures)			

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of individuals experiencing homelessness (annual)	11,096	9253	8325
Average monthly housing placements (Individuals experiencing homelessness)	116	75	66.3
Number of individuals experiencing homelessness, January Point-in-Time (PIT)	3875	3947	3871
Number of individuals experiencing chronic homelessness, Point-in-Time (PIT)	1374	1337	1943
Number of homeless Veterans, Point-in-Time (PIT)	292	294	186
Average monthly housing placements (Veterans)	47	30	18
2 - Homeless Services Continuum- Families (4 Measures)			
Number of family households experiencing homelessness (annual)	1537	1371	924
Number of housing placements annually (family households)	788	715	617
Number of family households experiencing homelessness, January Point-in-Time (PIT)	815	768	405
Average monthly census in family shelter	534	472	187
3 - Youth-Focused Diversion Services (4 Measures)			
Number of youth served by the Parent and Adolescent Support Services Program (PASS)	New in 2022	New in 2022	New in 2022
Number of youth served by the Strengthening Teens Enriching Parents (STEP) program	444	364	80
Number of youth served in the Alternatives to the Court Experience (ACE) program	778	614	266
Number of teen parents served by the Teen Parent Assessment Program (TPAP)	47	48	132
4 - TANF and FSET Case Management and Employment Assistance (7 Measures)			
Number of Families Re-certified for TANF Eligibility (Per Month)	644	Not Available	810.3
Average Number of Families Exiting TANF (Per Month)	350	233	401.8
Average Number of Families Entering TANF (Per Month)	346	331	230
Average TANF Caseload (Per Month)	12,544	13,813	14,814.3
Total Number of Adults Receiving TANF Cash Benefits (Monthly Average)	11,036	12,405	12,948.8
Total Number of Work-Eligible TANF Customers (Monthly Average)	9380	10,544	11,006.3
Total Number of Children Receiving TANF Cash Benefits (Monthly Average)	22,248	24,959	103,638
5 - Eligibility Determination and Enrollment Support (12 Measures)			
Medical Assistance: Number of Medicaid Applications	10,613	Waiting on Data	Waiting on Data
Medical Assistance: Number of Medicaid Applications that are Approved	10,940	Waiting on Data	Waiting on Data
Medical Assistance: Average Medicaid (MAGI + Non-MAGI) Enrollment (Per Month)	259,356	258,723	Waiting on Data
Medical Assistance: Average Alliance Medical Assistance Program Enrollment (Per Month)	14,987	14,840	Waiting on Data
Service Centers: Average Daily Number of Client Visits at Service Centers, Including Lobby Cases (Per Month)	831	Not Available	Not Available
Service Centers: Average Daily Number of Non-lobby Cases at Service Centers (Per Month)	558	687	Not Available
SNAP: Average SNAP Caseload (Per Month)	65,447	70,419	85,171.5
SNAP: Number of SNAP Applications (Monthly Average)	3205	3953	4060.5
Call Center: Average Number of Calls Received, Includes Served + Abandoned (Per Month)	32,615	33,198	35,503
Call Center: Average Number of Calls Served (Per Month)	12,348	20,473	25,509
SNAP: Number of Households Re-certified for SNAP Eligibility (Per Month)	3081	Not Available	1982.8

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
SNAP: Number of New Households Approved for SNAP and Receiving SNAP Benefits (Per Month)	2350	2771	1790.5

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Agency Management/Performance Management (1 Strategic Initiative)		
Expand internal capacity for inclusive culture, strategy, and racial equity	DHS will build on efforts launched in FY21 to build a culture that promotes employee engagement, inclusion, and equity. Specifically, the agency will create operational and support plans to carry out the new five-year strategic plan, including a focus on organizational culture. The agency will continue to build internal capacity for racial equity efforts by creating a racial equity plan to accomplish changes to policies, practices, and systems.	09-30-2022
Eligibility Determination and Enrollment Support (1 Strategic Initiative)		
1. Case Processing Assessment and Improvement Plan:	DHS will systematically identify case processing assessments, opportunities and adjust processes or support elements to deliver quality, timeliness, and customer service improvements. By conducting continuous process improvement activities throughout the year, the agency aims to improve quality for case processing, turnaround times, reduce cases waiting to be worked, and boost consistency. This will ultimately lead to increased customer satisfaction and have a positive effect on employee satisfaction.	09-30-2022
Homeless Services Continuum- Families (2 Strategic initiatives)		
End homelessness for 3,400 chronically homeless households by investing in new permanent supportive housing units and program improvements	Working closely with DCHA and other key partners, DHS will scale up provider capacity and our internal process to issue housing vouchers to over 900 families and 2,500 single adults with the goal of matching all Emergency Housing Vouchers (EHVs), Local Rent Supplement Program (LRSP) vouchers, and Targeted Affordable Housing (TAH) vouchers by Q2 FY22 and leasing up 75% of EHVs by the end of Q2 FY22.	09-30-2022
Reform the Family Rehousing and Stabilization Program	DHS will implement the recommendations made by the Family Rehousing and Stabilization Program (FRSP) task force to improve tracking and management of the program. DHS is also planning to lower the case management ratio, refocus the program on improving employment outcomes, and provide financial incentives for reaching tangible goals.	09-30-2022
Homeless Services Continuum- Individuals (3 Strategic initiatives)		
End homelessness for 50% of residents currently living in large encampments	DHS will support the Bowser Administration's goal of decreasing the size of the District's three largest encampments, as identified through an initial By-Name list, by at least 50%. DHS will launch a pilot program in Q1 to begin relocating encampment residents into permanent or interim housing.	09-30-2022
Reform the homeless services system for individual adults to focus on diversion and homelessness prevention	DHS will reform the 'front door' for single adults entering into the District's homeless services system by strengthening opportunities for diversion and rapid exit; providing more consistent information to clients about the system operations and available resources; and getting people connected to the right resources faster. In FY21 DHS gathered community input and built a vision for reform. FY22 will focus on putting the contracts, staffing, and data tracking systems in place to implement the vision.	09-30-2022
Complete the opening of the new 801 East Men's Shelter	In FY22 DHS will open the new 801 East men's shelter on the St. Elizabeth's campus in Ward 8. The new facility will offer 375 beds and multiple programs including: a health clinic; a daytime service center; 25 medical respite beds; 50 beds for seniors and medically frail residents; 100 beds for working residents and others in employment programs; and 200 dorm-style beds in a low-barrier shelter area.	09-30-2022
TANF and FSET Case Management and Employment Assistance (4 Strategic initiatives)		
Develop and host a new automated assessment tool and platform for the District of Columbia's (District) Temporary Assistance for Needy Families Program (TANF)	DHS will launch a new TANF assessment platform that allows the Economic Security Administration (ESA) to refine the traditional in-person assessment process carried out by DHS. It includes a remote web-based function that will be accessible to customers and providers. The new platform will also allow customers to perform remote self-assessments. Assessments are a condition of eligibility for the TANF program, and this new platform should make that process easier for customers.	09-30-2022
Targeted Outreach to Wards 7 & 8	In order for residents to have continuity of services to meet essential needs, the recertification of benefits is crucial. DHS will conduct targeted outreach in Wards 7 and 8 for recertification. DHS will also extend marketing of the mobile app and online functionality in Wards 7 and 8 to facilitate access to benefits.	09-30-2022

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Distribution of STAY DC funds	DHS will distribute emergency funds to residents experiencing financial hardship relating to COVID-19 to pay for rent and utilities they would otherwise be unable to pay. These funds help prevent potential homelessness and other complex problems. Funds will be distributed until they are no longer available, or until September 2022, whichever comes first	09-30-2022
Expand workforce development services for Transgender/Gender Non-Conforming (TGNC), unstably housed individuals aged 25 and older	DHS will expand existing workforce development programs for LGBT+ youth to include LGBT+ individuals aged 25 and older, with goals of seeing 75% of participants complete all registered occupational skills training; 50% of participants secure unsubsidized career bearing employment; and 25% of participants secure subsidized employment	09-30-2022

American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Develop an effective crisis response system for unaccompanied adults who experience homelessness. (3 Measures)									
Average length of time (days) experiencing homelessness (individuals)	Neutral	3.11	Build and Preserve Affordable Housing	Homeward DC (Individuals)	Homeward DC (Individuals)	175	160	179	No Target Set
Individuals becoming homeless for the first time	Neutral	2.02	Build and Preserve Affordable Housing	Eviction Prevention and Relief	Emergency Rental Assistance	3428	2993	2340	No Target Set
Number of new positive cases in emergency shelter (annual)	Neutral	3.11	COVID-19 Public Health Emergency Direct Response Costs	COVID-19 Response Costs	Human Services COVID-19 Response	New in 2022	New in 2022	New in 2022	New in 2022
2 - Develop an effective system of care for families who experience homelessness. (2 Measures)									
Average length of time (days) experiencing homelessness (families)	Neutral	3.11	Build and Preserve Affordable Housing	Homeward DC (Families)	Homeward DC (Families)	281	256	184.5	No Target Set
Families becoming homeless for the first time	Neutral	2.02	Build and Preserve Affordable Housing	Eviction Prevention and Relief	Emergency Rental Assistance	605	531	405	No Target Set
4 - Through a Two Generational (2Gen) Approach, empower DHS customers to improve their economic stability and well-being. (3 Measures)									
Number of New Education or Training Placements per 1,000 TANF Work-eligible Customers (Monthly Average)	Up is Better	2.03	Reduction of Healthcare Disparities	Health	TANF Cost Support	28.7	19.8	12.3	10

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
Number of New Employment Placements per 1,000 TANF Work-eligible Customers (Monthly Average)	Up is Better	2.03	Reduction of Healthcare Disparities	Health	TANF Cost Support	9	5.4	2.9	18
Percent of TANF Employment Program Participants Who Participated in Eligible Activities	Up is Better	2.03	Reduction of Healthcare Disparities	Health	TANF Cost Support	16%	23.5%	21.8%	25%

▼ American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
3 - Youth-Focused Diversion Services (1 Measure)							
Number of youth experiencing homelessness placed into a housing program through the Coordinated Assessment and Housing Placement (CAHP) system	3.11	Build and Preserve Affordable Housing	Homeward DC (Youth)	Homeward DC (Youth)	16	22	349

Attachment #22

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
<i>D.C. Official Code § 4-754.53(c)</i>	<i>Report on Shelter Monitoring</i>	<i>Annually</i>	<i>12/30/21</i>	<i>In Compliance</i>
<i>D.C. Official Code § 4-756.04.</i>	<i>Report on data from the Interim Eligibility Program</i>	<i>Annually by February 1 to the ICH and DC Council</i>	<i>2/24/20</i>	<i>In Compliance</i>
<i>D.C. Official Code § 4-771.01(e)</i>	<i>Report on the operations and services of the Homeless Prevention Program</i>	<i>Annually by January 1 to the DC Council</i>	<i>3/23/21</i>	<i>In Compliance</i>
<i>7 CFR §272.2(c)</i>	<i>Report on SNAP Administration</i>	<i>Defined in the District’s State Plan</i>	<i>8/14/21</i>	<i>In Compliance</i>
<i>45 CFR§596.17 Section 404(d) of the Social Security Act</i>	<i>Social Service Block Grant Intended Use Plan</i>	<i>Annually on September 1</i>	<i>9/30/21</i>	<i>In Compliance</i>
<i>45 CFR§596.17 Section 404(d) of the Social Security Act</i>	<i>Social Service Block Grant Post Expenditure Reports</i>	<i>Annually on March 30</i>	<i>3/1/21</i>	<i>In Compliance</i>
<i>TANF State Plan</i>	<i>Description of the State TANF Plan for the District of Columbia</i>	<i>Every three years on 12/31</i>	<i>3/9/21</i>	<i>In Compliance</i>
<i>SNAP State Plan</i>	<i>Report of activities and requirements associated with the SNAP program</i>	<i>Annually on August 15</i>	<i>8/14/21</i>	<i>In Compliance</i>
<i>SNAP E&T Annual Report</i>	<i>Data report including employment and training related outcome measures on SNAP E&T participants</i>	<i>Annually</i>	<i>1/15/21</i>	<i>In Compliance</i>
<i>ACF 204</i>	<i>TANF Annual Report: Description of Activities in the TANF program</i>	<i>Annually on 12/31</i>	<i>12/28/21</i>	<i>In Compliance</i>
<i>ACF 4125</i>	<i>Report on Children in Foster Homes</i>	<i>Annually on 12/31</i>	<i>12/28/20</i>	<i>In Compliance; Granted extension</i>
<i>TANF Closed Case Report</i>	<i>Report on all closed TANF cases in previous quarter</i>	<i>45 days after the close of the previous quarter</i>	<i>11/14/21</i>	<i>In Compliance</i>
<i>TANF Active Case Report</i>	<i>Report on all Active TANF cases in previous quarter</i>	<i>45 days after the close of the previous quarter</i>	<i>11/14/21</i>	<i>In Compliance</i>

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
<i>TANF Aggregate Report</i>	<i>Aggregate numerical report of TANF caseload in previous quarter</i>	<i>45 days after the close of the previous quarter</i>	<i>11/14/21</i>	<i>In Compliance</i>
<i>7 CFR 273.7(c)(8) - SNAP 583 Quarterly Report</i>	<i>Quarterly Employment and Training (E&T) Program Activity Reports. (Source of state data about work registrant and E&T participation)</i>	<i>Due 45 days after the completion of each quarter in the fiscal year</i>	<i>1/15/22</i>	<i>In Compliance</i>
<i>7 CFR 274.6(b)(2)</i>	<i>SNAP Electronic Benefit Transfer (EBT) Multiple Card Replacement Reports, trafficking of cards, and EBT out-of-state usage.</i>	<i>Bi-Monthly</i>	<i>01/21/2022</i>	<i>In Compliance</i>
<i>42 CFR §431 Subpart Q</i>	<i>The PERM program measures improper payments in the Medicaid program and Children's Health Insurance Program (CHIP). The improper payment rates are based on reviews of the fee-for-service (FFS), managed care, and eligibility components of Medicaid and CHIP.</i>	<i>Annually</i>	<i>1/2022</i>	<i>In Compliance</i>
<i>42 CFR §431 Subpart P</i>	<i>The MEQC program is a separate eligibility review program set forth in section 1903(u) of the Social Security Act (the Act) and requires states to report to the Secretary the ratio of States' erroneous excess payments for medical assistance under the state plan to total expenditures for medical assistance</i>	<i>Off-Years of the PERM Cycle</i>	<i>Not Applicable</i>	<i>In Compliance</i>
<i>SNAP Quality Control Report</i>	<i>Monthly report to ensure the integrity of SNAP programs.</i>	<i>Monthly</i>	<i>01/2022</i>	<i>In Compliance</i>
<i>366-B –SNAP Program Activity Statement</i>	<i>Report to USDA of certification results and fraudulent activity in the SNAP program</i>	<i>Quarterly</i>	<i>01/2022</i>	<i>In Compliance</i>

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
<i>Federal regulations at 7 CFR 275.16(b) and Administrative Notice 21-2005</i>	<i>Corrective action planning is the process by which State agencies shall determine appropriate actions to substantially reduce or eliminate deficiencies in program operations and provide responsive service to eligible households. In planning corrective action, the State agency shall coordinate actions in the areas of data analysis, policy development, quality control, program evaluation, operations, administrative cost management, civil rights, and training to develop appropriate and effective corrective action measures.</i>	<i>Semi-annual CAP updates on May 1st and November 1st</i>	<i>11/1/2021</i>	<i>In Compliance</i>
<i>FNS Monthly Report</i>	<i>The report provides FNS with monthly data on caseload and benefit amounts, timely processing of applications, SNAP notices, SNAP payment matters, customer service at DHS service centers and fair hearing requests. Additionally, ESA includes in the report a point-in-time number of service center backlog cases (cases waiting to be worked by caseworkers).</i>	<i>Monthly</i>	<i>11/2021</i>	<i>In Compliance</i>
<i>FNS-209 (Status of Claims Against Households)</i>	<i>A quarterly report submitted to FNS with data on claims against households receiving SNAP benefits.</i>	<i>Quarterly</i>	<i>1/2022</i>	<i>In Compliance</i>

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
<i>FNS-388 State issuance and participation estimates</i>	<i>A monthly report submitted to FNS with actual and estimated data on SNAP caseload and benefit amounts. The most recent and first preceding month data are estimates and the second preceding month data are actuals.</i>	<i>Monthly</i>	<i>1/2022</i>	<i>In Compliance</i>
<i>FNS-46 SNAP Issuance Reconciliation</i>	<i>A monthly report submitted to FNS with data on SNAP benefit issuance operations, including reconciliations.</i>	<i>Monthly</i>	<i>1/2022</i>	<i>In Compliance</i>
<i>FNS-101 Participation in SNAP By Race</i>	<i>An annual report submitted to FNS with data on SNAP customers by race and ethnicity.</i>	<i>Annually</i>	<i>11/2021</i>	<i>In Compliance</i>
<i>SNAP Emergency Allotments</i>	<i>Monthly report submitted to FNS with data on issuance of SNAP Emergency Allotment amounts and number of households</i>	<i>Monthly</i>	<i>2/2021</i>	<i>In Compliance</i>
<i>Pandemic Electronic Benefit Transfer (P-EBT)</i>	<i>Report submitted to FNS with data on issuance of P-EBT amounts and SNAP vs Non-SNAP households</i>	<i>Monthly when issuances occur</i>	<i>1/2021</i>	<i>In Compliance</i>

Attachment #23

Name	Completion Date	Purpose	Partner	Grant or contract	Source of Funding
Rapid Re-Housing for Individuals Assessment	April 2021	Assessment completed to provide Technical Assistance and Training for Program Enhancements.	National Alliance to End Homelessness	Contract	FSA/Rapid Rehousing for Individuals
Report to the Director of DC DHS From the FRSP Task Force	January 2020	Recommendations to improve quality, customer outcomes, effectiveness, efficiency, and accountability.	Barbara Poppe & Associates	Contract	FSA/Homeless Services Continuum-General
Yale University MOMs Initiative	In progress	To provide mental health support to mothers in the TANF program to improve outcomes for both mothers and their child(ren). Information is gathered ongoingly and matched with administrative data to analyze the effect of this type of comprehensive mental health support on program participants.	Yale University	Contract	N/A
Preschool Development Grant	In progress	A cross-agency collaboration to streamline service delivery among families with children birth to age 5. ESA collaborated with OSSE and contracted partners to develop and administer a survey and focus groups to District residents with young children. This information was used to inform this initiative through the creation of a needs assessment and strategic plan. ESA continues to provide unique guidance as it serves low-income children in the District through a mix of resources.	OSSE	Grant Agreement	U.S. Dept. of Health & Human Services
SNAP CHURN ANALYSIS	In progress	An analysis of SNAP administrative data to identify unique characteristics of individuals and families who cycle on and off of SNAP. This research will provide insight about what factors are	DARE	N/A	N/A

		associated with SNAP churn so DHS can better serve customers through a suite of programs and services.			
FOOD DESERTS: A GEOGRAPHIC ANALYSIS OF EBT SPENDING PATTERNS	In progress	An analysis of spending patterns among SNAP and TANF customers to understand the geography of food deserts and identify the resource needs of low-income residents across the District. Using EBT transaction data, survey data, administrative data, and publicly available data information about how and where SNAP and TANF customers use their EBT cards, this research provides insight about how ESA customers address their food needs.	DARE	N/A	N/A
UNDERSTANDING CHILDCARE: ITS ROLE FOR FAMILIES ON TANF	In progress	Research to better understand childcare needs and utilization of childcare subsidies among TANF customers. Survey data is being matched with administrative data and data from OSSE to analyze the geographic distribution of childcare centers, objective measures of quality, perceived quality, and barriers to childcare utilization among TANF customers.	DARE	N/A	N/A
2GENERATION METRICS: DEVELOPING AND MEASURING PROGRESS	In progress	An analysis of TANF administrative data and TANF survey data focused on 2Generation issue areas. This includes an examination of adult, child, and household level data to understand the effectiveness of DHS's implementation of the 2Generation approach. This includes and evaluation of key indicators, identified as measures that represent an aspect of each 2Generation "cog".	DARE	N/A	N/A
Notes from the Field: COVID-19 Vaccination Coverage Among Persons Experiencing Homelessness — Six U.S. Jurisdictions, December 2020–August 2021	December 2021	The CDC conducted a study of six jurisdictions (including Washington D.C.) to compare COVID-19 vaccination coverage among people experiencing homelessness with all residents living in	Martha Montgomery, CDC; Adam Gerstenfeld, DHS; Laura Zeilinger, DHS	N/A	N/A

		the same area between December 2020 and August 2021.			
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Attachment #27

Families First Coronavirus Response Act (FFCRA; H.R.6201, P.L. #116-127), March 18, 2020

ESA:

The FFCRA provided the U.S. Department of Agriculture (USDA) authority to approve various requests from States to expand Supplemental Nutrition Assistance Benefit (SNAP) benefits to eligible households, adjust certification procedures, and implement a Pandemic Electronic Benefit Transfer (P-EBT) program for eligible school children. Under the FFCRA, the District requested and received approval as follows:

- SNAP Emergency Allotments:
 - Emergency Allotments ensures each SNAP household receives the maximum SNAP monthly benefit for the household size.
 - USDA provides States monthly approvals and is contingent on a Public Health Emergency (PHE) or Public Emergency (PE) due to COVID-19 is in effect in the District and at the Federal level.
 - To date, the District has received approval to issue Emergency Allotments from March 2020 through February 2022 and has issued \$220 million in additional SNAP benefits to over 90,000 District SNAP households.
 - DHS will continue to request approval to issue Emergency Allotments each month the District's Public Emergency and Federal Public Health Emergency is in effect.
- Certification Procedure Adjustments:
 - See Continuing Appropriations Act, 2021 and Other Extensions Act for certification procedure adjustments between October 2020 and June 2021.
 - Between July 2021 and March 2022, the District has requested and received approval to extend SNAP certification periods by 6-months for customers due to complete the recertification, waive the SNAP periodic reporting for customers due to complete these reports, and waive the interview requirements
- P-EBT
 - The District requested and received approval to implement a P-EBT program to provide food benefits to children who would normally receive free or reduced-price meals at their school if not for school closures due to the COVID-19 pandemic.
 - The District's P-EBT program covered eligible children between March 2020 and July 2020, for School Year 2020-2021, and summer 2021 issuing \$158 million in benefits to over 75,000 children in the District.

Coronavirus Aid, Relief, and Economic Security (CARES) Act:

The CARES Act allocated federal funds to the District for several programs administered by DHS, which has provided support for several critical agency operations and for District residents.

FSA:

- Emergency Solutions Grants (DHS Total: \$27,726,924): The CARES Act provided \$4 billion overall in Emergency Solutions Grants to help prevent an outbreak among

sheltered and unsheltered people experiencing homelessness and very low-income households (earning less than 50% of Area Median Income) who are at risk of homelessness. The District received \$27.7 million in ESG, which supported individuals and families experiencing homelessness in response to the COVID-19 public health emergency, including homelessness prevention activities and rental support. Specifically, DHS used approximately \$8.7M of ESG CARES funding in FY20 for the District's Family Rehousing and Stabilization (FRSP) program and overflow emergency shelter for families, and plans to use the remainder for FRSP rental assistance in FY22.

- The FRSP program helped the District respond to the COVID-19 pandemic by assisting households experiencing homelessness with rental assistance and supportive services to quickly stabilize them and support families to meet their goals.
- The District also used this funding for hotels to provide overflow emergency shelter to maintain access to non-congregate shelter during the COVID-19 pandemic. Families residing in these shelters received wrap-around case management services to help them quickly transition to permanent housing.

DHS discussed proposed uses for these funds with the District's Interagency Council on Homelessness's Strategic Planning Committee, which includes providers, clients, partners, and other key stakeholders.

- Community Services Block Grant (Total DC funding \$16,427,550, of which DHS can spend \$1,642,755): The CARES Act provided a total of \$1 billion overall, directing funding to local community-based organizations to provide a wide-range of social services and emergency assistance for those who need it most. These CARES Act funds must be fully expended by 9/30/22. The District received \$16,427,550 in total; DHS received \$1,642,755 (10% of total funds), and UPO (the CSBG eligible entity) received \$14,784,795 (90% of total funds). Of DHS's funds, half of the funds were for administrative costs and half were discretionary. DHS is using its discretionary dollars (\$821,377.50) to support its Homelessness Prevention Program (HPP), which works to prevent families at risk of becoming homeless from entering the shelter system by providing services and resources that stabilize the family within the community.
- Family Violence and Prevention Services (FVPS) Formula Grants (Total DC funding: \$73,784): The CARES Act provided an extra \$45 million for FVPS formula grants, which provides funds for temporary housing and assistance for family, domestic, and dating violence. The District received \$73,784, which it awarded equally (\$18,446 each) to four providers providing shelter and case management services (DASH, My Sisters Place, House of Ruth and DC SAFE).
- Coronavirus Relief Fund (\$18.9M): FSA received support from the District's CRF allocation of \$495 million to support its operations. This support includes \$8.9M to support expanded shelter operations during the pandemic, and \$10M to support FRSP rental assistance. Expanded shelter costs include the cost of operating shelters 24 hours/day, prepackaged meals, meals and sanitation support for unsheltered individuals, and extension beds to support social distancing at congregate sites.

ESA: No impacts

Continuing Appropriations Act, 2021 and Other Extensions Act (CR, H.R. 8337, P.L. # 116-159), October 1, 2020

ESA:

The CR removed USDA's authority to approve State requests to adjust certification procedures and made them a State option through June 2021. The CA also expanded P-EBT for the 2020-2021 School Year and includes coverage from children in a child care facility.

- Certification Procedure Adjustments:
 - The District reimplemented the SNAP 6-month certification extensions for customers due to complete the recertification, waiver of the SNAP periodic reporting for customers due to complete these reports, and waiver of the interview requirements effective October 2020 through June 2021.
- P-EBT
 - The District implemented P-EBT for School Year 2020-2021.

Consolidated Appropriations Act, 2021 (which included the December 2020 COVID-19 stimulus package):

FSA:

- Emergency Rental Assistance Funds (Total DC funding \$200 million): The District is receiving \$200 million in new federal Emergency Rental Assistance (ERA) funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic.¹ At least 90% of the funds must be used to provide financial assistance, including back and forward rent and utility payments. Up to 10% of the overall funds can be used for housing services and other housing expenses. Assistance can be provided for 12 months, although an additional 3 months can be provided to ensure housing stability. These funds are available until December 31, 2021.² The rental assistance funds may be provided to eligible households below 80% Area Median Income (AMI) through existing or newly created rental assistance programs, and states and localities must prioritize households below 50% AMI or those who are unemployed and have been unemployed for 90 days have qualified for unemployment benefits.³ By statute, these rental assistance payments would not be regarded as income or considered when determining eligibility for federal benefits or federally-assisted programs. The District is finalizing its spend plan, which will include some funds coming to DHS.

ESA:

- The CA temporary increases the SNAP maximum benefit allotment by household size and the minimum SNAP benefit, expands eligibility to certain college students, and excludes Federal Pandemic Unemployment Compensation as income or resources. The District implemented each of these three major provisions by March 2021.
- The temporary increase in the SNAP maximum benefit allotment by household size (also known as the 15% increase) was set to expire in June 2021 but was extended through September 2021 through the American Rescue Plan Act of 2021.

The American Rescue Plan Act of 2021 (Pub L. No. 117-2)

ESA:

- Extended the temporary increase in the SNAP maximum benefit allotment by household size (also known as the 15% increase) through September 2021.
- Provided additional SNAP administrative funding

Some Federal rules introduced in FY2020 that the Agency was concerned about, such as the Supplemental Nutrition Assistance Program (SNAP) Requirements for Able-Bodied Adults Without Dependents (ABAWD) 84 Fed. Reg. 66,782 (Dec. 5, 2019) Final Rule, the proposed SNAP Broad-based Categorical Eligibility Rule, and the proposed changes to SNAP Standard Utility Allowances calculations never took effect. For the ABAWD Rule, the DC Office of the Attorney General (OAG) along with several other states were successful in obtaining an injunction against implementation of the ABAWD Rule. In October 2020 the ABAWD rule was vacated by the D.C. Circuit Court and in March 2021. The USDA Food and Nutrition Service (FNS) withdrew the SNAP Broad-based Categorical Eligibility proposed rules in June 2021 and has not implemented the proposed changes to the SNAP Standard Utility Allowances calculation.

The Federal rules that are still applicable for the FY 2020/FY2021 period are as follows:

The U.S. Department of Agriculture – Food and Nutrition Service (USDA-FNS) issued a final rule impacting administration of the Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) on January 5, 2021: Employment and Training Opportunities in the Supplemental Nutrition Assistance Program, which, modified 7 CFR §273.7. The final rule implements the changes made by section 4005 of The Agriculture Improvement Act of 2018 (Pub. L. 115-334) to SNAP. In general, the District's SNAP E&T program was already in compliance with the key requirements of this new rule, including requirements to provide case management to all participants and collaborate with our workforce board and broader Workforce Innovation and Opportunity Act (WIOA) programs. DHS proactively began co-location of SNAP E&T services in American Job Centers during 2021, which while not required, enhances collaboration between SNAP E&T and WIOA services and increases access points for participants. One significant change is that the new rule now allows SNAP E&T funds to be used to support subsidized employment. However, using SNAP E&T for this purpose requires matching non-federal funds, and there are also significant limitations to how much a participant can earn and remain in the SNAP E&T program that limit the use of this strategy. DHS is working with SNAP E&T providers and other agency partners on potential future options to support subsidized employment within these constraints.

1. REVISION OF REGULATIONS IMPLEMENTING SECTION 1557 OF THE ACA, PUBLISHED 6/19/20, EFFECTIVE 8/18/20 (45 CFR 92):
([HTTPS://WWW.FEDERALREGISTER.GOV/DOCUMENTS/2020/06/19/2020-11758/NONDISCRIMINATION-IN-HEALTH-AND-HEALTH-EDUCATION-PROGRAMS-OR-ACTIVITIES-DELEGATION-OF-AUTHORITY](https://www.federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority)) -Among other changes, this Rule change reduced the instances in which Medicaid-related notices must include taglines in the top 15 languages as well as notice of civil rights complaint

procedures to reduce financial burden and better align with pre-existing civil rights laws and regulations. Part of this Rule change was enjoined 9/2/20 by the U.S. District Court for DC in *Whitman-Walker Clinic v. HHS*, No. 1:20-cv-01630; however, the Court declined to invalidate this notice and taglines aspect of the Rule change.

2. Emergency Solutions Grant (24 CFR § 576.500 (aa) Reports). The recipient must collect and report data on its use of ESG funds in the Integrated Disbursement and Information System (IDIS) and other reporting systems, as specified by HUD. The recipient must also comply with the reporting requirements in 2 CFR part 200 and 24 CFR part 91 and the reporting requirements under the Federal Funding Accountability and Transparency Act of 2006, (31 U.S.C. 6101 note), which are set forth in Appendix A to 2 CFR part 170. “Recipient” means any State, territory, metropolitan city, or urban county, or in the case of reallocation, any unit of general purpose local government that is approved by HUD to assume financial responsibility and enters into a grant agreement with HUD to administer assistance under this part. See 24 CFR 576.2.
3. Continuum of Care Grant (24 CFR § 578.103 (e)) Reports. In addition to the reporting requirements in 2 CFR part 200, subpart D, the recipient must collect and report data on its use of Continuum of Care funds in an Annual Performance Report (APR), as well as in any additional reports as and when required by HUD. Projects receiving grant funds only for acquisition, rehabilitation, or new construction must submit APRs for 15 years from the date of initial occupancy or the date of initial service provision, unless HUD provides an exception under § 578.81(e). “Recipient” means an applicant that signs a grant agreement with HUD. See 24 CFR 578.3.

Refugee Resettlement Program (45 CFR § 400.28 Maintenance of records and reports). (a) A State must provide for the maintenance of such operational records as are necessary for Federal monitoring of the State’s refugee resettlement program in accordance with 45 CFR 75.361 through 75.370. This recordkeeping must include: (1) Documentation of services and assistance provided, including identification of individuals receiving those services; (2) Records on the location, progress, and status of unaccompanied minor refugee children, including the last known address of parents; and (3) Documentation that necessary medical follow-up services and monitoring have been provided. (b) A State must submit statistical or programmatic information that the Director determines to be required to fulfill his or her responsibility under the Act on refugees who receive assistance and services which are provided, or the costs of which are reimbursed, under the Act. Report forms are available here:

<https://www.acf.hhs.gov/orr/form/report-forms>

Consolidated Appropriations Act, 2021 (which included the December 2020 COVID-19 stimulus package):

FSA:

Emergency Rental Assistance Funds (Total DC funding \$200 million): The District received \$200 million in new federal Emergency Rental Assistance (ERA1) funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic.¹ At least 90% of the funds must

be used to provide direct financial assistance to households, including back and forward rent and utility payments. Up to 10% of the overall funds can be used for program administration, housing services, and other housing expenses. Assistance can be provided for 12 months, although an additional 3 months can be provided to ensure housing stability. These funds are available until September 30, 2022. The rental assistance funds may be provided to eligible households below 80% Area Median Income (AMI) through existing or newly created rental assistance programs, and states and localities must prioritize households below 50% AMI or those who are unemployed and have been unemployed for 90 days have qualified for unemployment benefits.³ By statute, these rental assistance payments would not be regarded as income or considered when determining eligibility for federal benefits or federally-assisted programs. The majority of ERA1 funds were spent in FY21 on STAY DC rental and utility assistance, FRSP rental assistance, the COVID-19 Housing Assistance Program (CHAP), and administrative costs.

ESA:

- The CA temporary increases the SNAP maximum benefit allotment by household size and the minimum SNAP benefit, expands eligibility to certain college students, and excludes Federal Pandemic Unemployment Compensation as income or resources. The District has implemented each of these three major provisions except for the expansion of college student eligibility which is expected to be fully implemented by March 2021.

Some Federal rules introduced in FY2020 that the Agency was concerned about, such as the Supplemental Nutrition Assistance Program (SNAP) Requirements for Able-Bodied Adults Without Dependents (ABAWD) 84 Fed. Reg. 66,782 (Dec. 5, 2019) Final Rule, the proposed SNAP Broad-based Categorical Eligibility Rule, and the proposed changes to SNAP Standard Utility Allowances calculations never took effect. For the ABAWD Rule, the DC Office of the Attorney General (OAG) along with several other states were successful in obtaining an injunction against implementation of the ABAWD Rule, and the USDA Food and Nutrition Service (FNS) did not move forward with finalizing the SNAP Broad-based Categorical Eligibility proposed rules or the proposed changes to the SNAP Standard Utility Allowances calculation.

The Federal rules that are still applicable for the FY 2020/FY2021 period are as follows:

4. SNAP E&T Rule, final published in Fed. Reg. 1/5/21, modified 7 CFR §273.7. The summary in the final rule preamble provides: *“The final rule implements the changes made by section 4005 of the Agriculture Improvement Act of 2018 (the Act) to the Supplemental Nutrition Assistance Program (SNAP) pertaining to the Employment and Training (E&T) program and aspects of the work requirement for able-bodied adults without dependents (ABAWDs). In general, these changes are related to strengthening the SNAP E&T program, adding workforce partnerships as a way for SNAP participants to meet their work requirements, and modifying the work requirement for ABAWDs. This rule is effective March 8, 2021. The provisions in 7 CFR 237.7(c)(1) pertaining to the consolidated written notice and oral explanation of work requirements, and the provisions in 7 CFR 273.7(c)(11)(iii) and (iv) and 7 CFR 273.7(c)(18) are applicable beginning October 1, 2021. The final rule implements the changes made by section 4005*

of The Agriculture Improvement Act of 2018 (Pub. L. 115-334) (the Act) to the Supplemental Nutrition Assistance Program (SNAP). The Department published the proposed rule on March 17, 2020, and received 75 comments, 72 of which were substantive. The final rule requires State agencies to consult with their State workforce development boards on the design of their E&T programs and to document in their E&T State plans the extent to which their E&T programs will be carried out in coordination with activities under title I of the Workforce Innovation and Opportunity Act (WIOA). The final rule also makes changes to E&T components including: Replacing job search with supervised job search as a component; eliminating job finding clubs; replacing job skills assessments with employability assessments; adding apprenticeships and subsidized employment as allowable activities; requiring a 30-day minimum for provision of job retention services; and allowing those activities from the E&T pilots authorized under the Agricultural Act of 2014 (Pub. L. 113-79) that have had the most demonstrable impact on the ability of participants to find and retain employment that leads to increased income and reduced reliance on public assistance to become allowable E&T activities. The final rule also requires that, in addition to providing one or more E&T components, all E&T programs provide case management services to E&T participants. The rule revises the definition of good cause for failure to comply with the requirement to participate in E&T to include instances in which an appropriate component or opening in an E&T program is not available. It also modifies the required reporting elements in the final quarterly E&T Program Activity Report provided by State agencies to include the number of SNAP applicants and participants who are required to participate in E&T, of those, the number who begin participation in the E&T program and an E&T component, and the number of mandatory E&T participants who are determined ineligible for failure to comply. The rule adds workforce partnerships as a way for SNAP participants to meet their work requirements. It also establishes a funding formula for reallocated E&T funds and increases the minimum allocation of 100 percent funds for each State agency to \$100,000, as prescribed by the Act. The rule requires State agencies to re-direct individuals who are determined ill-suited for an E&T program component to other more suitable activities. The final rule also codifies some changes to policy pertaining to able-bodied adults without dependents (ABAWDs). These changes include updating the regulations to reflect the reduction in the number of ABAWD work exemptions from 15 percent to 12 percent (this change was implemented at the start of Fiscal Year 2020) and referring to such exemptions as “discretionary exemptions,” as well as adding workforce partnerships and employment and training programs for veterans operated by the Department of Labor or the Department of Veteran's Affairs to the list of work programs for ABAWDs. The rule replaces “job search” with “supervised job search” as a type of activity that cannot count as a work program for the purposes of an ABAWD fulfilling their work requirement, unless it comprises less than half the work requirement. The final rule adds the requirement that all State agencies advise certain zero-income households subject to the general work requirement at recertification of employment and training opportunities. The rule also requires State agencies to provide to all households subject to work requirements a consolidated written notice and comprehensive oral explanation of the work requirements for individuals within the household.”

5. REVISION OF REGULATIONS IMPLEMENTING SECTION 1557 OF THE ACA, PUBLISHED 6/19/20, EFFECTIVE 8/18/20 (45 CFR 92):
([HTTPS://WWW.FEDERALREGISTER.GOV/DOCUMENTS/2020/06/19/2020-11758/NONDISCRIMINATION-IN-HEALTH-AND-HEALTH-EDUCATION-PROGRAMS-OR-ACTIVITIES-DELEGATION-OF-AUTHORITY](https://www.federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority)) -Among other changes, this Rule change reduced the instances in which Medicaid-related notices must include taglines in the top 15 languages as well as notice of civil rights complaint procedures to reduce financial burden and better align with pre-existing civil rights laws and regulations. Part of this Rule change was enjoined 9/2/20 by the U.S. District Court for DC in Whitman-Walker Clinic v. HHS, No. 1:20-cv-01630; however, the Court declined to invalidate this notice and taglines aspect of the Rule change.
6. Emergency Solutions Grant (24 CFR § 576.500 (aa) The recipient must collect and report data on its use of ESG funds in the Integrated Disbursement and Information System (IDIS) and other reporting systems, as specified by HUD. The recipient must also comply with the reporting requirements in 2 CFR part 200 and 24 CFR part 91 and the reporting requirements under the Federal Funding Accountability and Transparency Act of 2006, (31 U.S.C. 6101 note), which are set forth in Appendix A to 2 CFR part 170. “Recipient” means any State, territory, metropolitan city, or urban county, or in the case of reallocation, any unit of general purpose local government that is approved by HUD to assume financial responsibility and enters into a grant agreement with HUD to administer assistance under this part. See 24 CFR 576.2.
7. Continuum of Care Grant (24 CFR § 578.103 (e)) Reports. In addition to the reporting requirements in 2 CFR part 200, subpart D, the recipient must collect and report data on its use of Continuum of Care funds in an Annual Performance Report (APR), as well as in any additional reports as and when required by HUD. Projects receiving grant funds only for acquisition, rehabilitation, or new construction must submit APRs for 15 years from the date of initial occupancy or the date of initial service provision, unless HUD provides an exception under § 578.81(e). “Recipient” means an applicant that signs a grant agreement with HUD. See 24 CFR 578.3.

American Rescue Plan Act (ARPA; H.R. 1319; P.L. 117-2), March 11, 2021

ARPA provides relief to struggling families, workers, farmers, governments, and industries. The bill included important low-income housing and homelessness provisions – most notably \$5 billion in new funding specifically to reduce homelessness, more than \$21.5 billion to replenish the emergency rental assistance fund, and \$5 billion in emergency housing vouchers.

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF) program: DHS received \$100.8m support from the District’s SLFRF allocation to support pandemic relief and recovery. This support includes funding for the following projects:

- Expanded Shelter Operations (\$5.3m in FY21 and \$15.4m in FY22): modifications to homeless shelters to prevent and control COVID-19 infection, including operating shelters 24 hours/day, providing prepackaged meals, meals and sanitation support for unsheltered individuals, and extension beds to support social distancing at congregate sites.

- Homeward DC (\$51.5m in FY22): expand strategic resources identified in Homewards DC to make homelessness among rare, brief, and nonrecurring. Funded resources include expanded Permanent Supportive Housing, rapid rehousing, and prevention/diversion services.
- Emergency Rental Assistance Program (\$5.5m in FY22): supplemental funding to the District's Emergency Rental Assistance Program, providing District residents earning less than 40% of the Area Median Income (AMI) who are facing housing emergencies, by providing funding for overdue rent including late fees and court costs if the qualified household is facing eviction.
- Low-Barrier Shelter for Transgender Residents (\$850k in FY22): funding to establish a housing program specifically for transgender and gender non-conforming (T/GNC) adults facing barriers to obtaining housing and who have aged out of T/GNC youth programs.
- Career Map Pilot (\$2.7m in FY22): program that addresses system and policy gaps that result in benefit cliffs and limit economic mobility. Career Map will augment household resources, provide career and educational services, and two generational case management supports.
- Workforce Development (\$500k in FY22): Workforce development services for transgender/ gender non-conforming (TGNC), unstably housed individuals.
- TANF Cost Supports (\$4m in FY21 and \$15m in FY22): supplemental funding to address surge in TANF applications that occurred during the pandemic.

Emergency Rental Assistance Funds (Total DC funding \$152 million): The District received an additional \$152 million in federal Emergency Rental Assistance (ERA2) funds to assist households unable to pay rent and utilities during the COVID-19 pandemic. Up to 15% of the overall funds can be used for program administration, up to 10% for housing stability services, and the remaining funds must be used to provide direct financial assistance to households, including back and forward rent and utility payments. Assistance can be provided for 15 months, although an additional 3 months can be provided to ensure housing stability. These funds are available until September 30, 2025. The rental assistance funds may be provided to eligible households below 80% Area Median Income (AMI) through existing or newly created rental assistance programs, and states and localities must prioritize households below 50% AMI or those who are unemployed and have been unemployed for 90 days have qualified for unemployment benefits. By statute, these rental assistance payments would not be regarded as income or considered when determining eligibility for federal benefits or federally-assisted programs. The majority of ERA2 funds have been spent in FY22 on STAY DC rental and utility assistance and administrative costs.

Attachment #28

List of Electronic Databases - Attachment 28 (as of 01/26/2022)

Division	Dataset Name	Age of Data Sets (In-Years)	Dataset Summary	Any discussion of substantial upgrades that have been made or are planned to the system	Public Access
FSA/OIS	Emergency Rental Assistance Program (ERAP)	11	DHS ERAP tracks the disbursement of funds to approved housing sources. The system enables Providers representatives to create, view and accept rental assistance applications.	No	Yes
FSA/OIS	Housing the Homeless	12	The HTH application tracks individuals and families with histories of homelessness to ensure housing stabilization, maximum levels of self-sufficiency, and an overall better quality of life.	No	No
FSA/OIS	Refugee and Resettlement	4	Refugee and Resettlement captures registered refugees and tracks their benefits, services, and health assessments.	No	No
FSA/OIS	Strong Families	11	Strong Families tracks heads of household service referrals for subsidized housing, mental health, special education, and information on their children.	No	No
FSA/OIS	Virginia Williams Family Resource Center (VWFRC)	6	The Virginia Williams Family Resource Center provides an opportunity for DHS to better serve the District's families experiencing homelessness by several critical services, Homeless Services, TANF Assistance and Child Care Services, all within one service location	No	No
FSA/OIS	Strengthening Teens Enriching Parents (STEP) Program	6	STEP is committed to understand why youth end up running away from home, help youth and their families' access appropriate services, and provide appropriate support as they navigate these challenging times. DHS STEP Program application captures Youth's and Parents information, Missing youths Case details, and follow-up information.	No	No
OD/OIS	Office of Program Review Monitoring and Investigation Correspondence	9	The application captures DHS program and homeless shelter allegations and complaints.	No	No
OD/OIS	Call Center Analytics	10	The Call Center Customer Service Log captures telephone inquiries for the Economic Security Administration. Call center agents log the nature of the phone calls and the activity associated with handling the call's effectiveness and resolution.	No	No
OIS	Document Imaging Management System (DIMS)	11	Document Imaging Management System (DIMS) is a secure management system for scanned documents processed at service centers. The index converts documents to digital images for future reference.	No	No
OIS	FRSP - Payment Tracking Application	4	DHS, DCHA, & the Community Partnership accounting application for tracking Family Rehousing & Stabilization Program (FRSP) Payments to landlords and FRSP Payment disputes/challenges.	No	No
OIS	DHS HSP Day Center	7	Adams Day Center Application used to track all client walk-ins, length of stay (LOS), referred services, client contacts, and unusual incident reporting.	No	No
OIS	DHS FSA/OIS Supplies Inventory Management	6	Internal Supplies Inventory Application used to track supplies in storage rooms and the disbursement of items to FSA/OIS program staff	No	No

Division	Dataset Name	Age of Data Sets (In-Years)	Dataset Summary	Any discussion of substantial upgrades that have been made or are planned to the system	Public Access
OIS	DC Flex	4	Four-year “shallow subsidy” program, where participants are given access to a checking account managed by a private Administrative Agent who leads money from a linked escrow account every month to help the individual family cover a portion of rental expenses	No	No
OIS	DHS Rapid Re-Housing	5	The purpose of RRH is for individuals to exit homelessness and return to permanent housing in a timely fashion with the use of time-limited case management assistance, with co-occurring financial assistance as needed.	No	No
OIS	FSA/OIS Gift Card Tracking	7	Disbursement of giftcards to clients in various DHS programs.	No	No
OIS	DHS Youth Services Division	12	The DHS YSD App store data for STEP, PCAST, TPAP, ACE, PASS components in Quickbase. Each component store data for youth referred to one of the DHS programs. Some of the details captured include the youth and parent demographics, trauma assessment, CAFAS assessments, academic information, attendance, Service Provider details and documentation of meetings with youth as case notes.	No	No
OIS	DHS Policy and Program Directories	2	This application serves as a directory for all policies and programs in DHS	No	No
OIS	DHS Intranet Application	3	HR and related Information portal for DHS employees	No	No
FSA/OIS	Short Term Family Housing	1	This portal contains information related to the Short-Term Family Housing program to provide service-enriched emergency shelter for families experiencing homelessness.	No	Yes
OIS	DC Wet	2	The DCWET customer portal is built for end customers who receive TANF benefits. This is an internet public facing website the customer logs in to Submit documents (4 Seamless documents). The customer is also given an ability to attach any supporting verification documents associated with The Seamless document. The link between the submitted Seamless document and the verification documents is a Confirmation Number.	Yes, Integrating new functionality	Yes
OIS	ISQA Hotel Resident Numbers	2	Running total of ISQA and PEP-V hotel room occupancy	No	No
OIS	Service Center Intake Log (SCIL)	10	SCIL is used to schedule Supplemental Nutrition Assistance Program (SNAP) customers for SNAP Comprehensive assessment interviews. Information in the dataset will include client demographics, housing statuses, language preferences, and special needs.	No longer being used	No
OIS	AWS Connect	2	Information about DC residents that call into the Virtual Family Assistance Center (GetHelp DC COVID Support Hub https://gethelp.dc.gov/).	No	No
OD/OIS	DHS Conference Engagement	2	The DHS Conference Engagement website tracks conferences attended by DHS representatives.	No	No

Division	Dataset Name	Age of Data Sets (In-Years)	Dataset Summary	Any discussion of substantial upgrades that have been made or are planned to the system	Public Access
FSA/OIS	The Family Rehousing and Stabilization Program Landlords Portal	4	This portal serves as a resource for landlords who are interested in or are in active partnership with FRSP, which is a time limited 12 month rent subsidy program for families in the District of Columbia	No	Yes
ESA	ESA Policy Manual	2	This is a Web Application that makes the ESA Policy Manual available on the web for multiple stakeholders	No	No
FSA/OIS	Functional Family Therapy Log	10	This program offers in-home family counseling designed specifically to address status-offending behaviors in DC Youth. The dataset include client demographics, reason for referral, academic information, attendance, participation information.	No	No
ESA	Customer Assessment Tracking and Case History 3 (CATCH 3)	30	Customer Assessment Tracking and Case History (CATCH 3) is a case management application that tracks and records customers' participation in work activities and generates monthly invoices (reimbursement payments to service providers) based on participation. The system provides access to customers' engagement information for purposes of policy development, program enhancement, and resource allocation. The application provides visibility for the services TANF customers receive from assessment to the moment they are ready to transition from welfare to self-sufficiency.	No	No
ESA	TANF Comprehensive Assessment (TCA)	30	"The TANF Comprehensive Assessment (TCA) formerly the Online Work Readiness Assessment (OWRA) created by the Federal Office of Family Assistance (OFA) is a comprehensive online resource used to improve the assessment of TANF participants. TCA is a critical tool in helping to meet the primary objectives of TANF to promote stronger families, increase employment, and improve self-sufficiency among the most vulnerable DC populations. This database contains information relating to participants such as barriers to employment, household, demographic, housing, and health. "	No	No
ESA	SNAP Comprehensive Assessment (SCA)	7	The SNAP Comprehensive Assessment (SCA) is a comprehensive online resource used to improve the assessment of SNAP participants. SCA is a critical tool in helping to meet the primary objectives of SNAP to help income eligible residents and families buy food, increase employment, and improve self-sufficiency among the most vulnerable DC populations. This database contains information relating to participants such as barriers to employment, household, demographic, housing, and health.	No	No

Division	Dataset Name	Age of Data Sets (In-Years)	Dataset Summary	Any discussion of substantial upgrades that have been made or are planned to the system	Public Access
OIS	Alternate to Court Experience (ACE) Diversion LOG	8	This program cater to DC youth who commit status offenses (e.g. truancy, curfew violations, extreme disobedience and running away) and/or low-level delinquency offenses and have been diverted by the Metropolitan Police Department, Court Social Services or Office of the Attorney General. The government offer the youth an opportunity to participate in the ACE Diversion Program or face prosecution. The dataset include client demographics, reason for the diversion, academic information, attendance information, CAFAS Assessment, Trauma Assessment, participation information.	Planning to terminate ACEDS by March 2022	No
OIS	Automated Client Eligibility Determination System (ACEDS)	30	The Automated Client Eligibility Determination System (ACEDS) stores a range of demographic and income data to determine eligibility for Medical benefits based on the Modified Adjusted Gross Income(MAGI). Based upon the new MAGI methodology, the Medicaid Renewal Form M1 will collect information on the applicant and members of the applicant's household including:	Planning to terminate ACEDS by March 2022	No
OIS	DHS Americans with Disabilities Act	13	This application is to assist the Department of Human Services and it's Partners in keeping track of shelter Americans with Disabilities Act (ADA) compliance requests and issues.	No	No
OIS	DHS Clients	8	The DHS Clients application serves as the central repository for Parent and Adolescent Support Services (PASS), Emergency Rental Assistance Program (ERAP), Housing the Homeless (HTH), Teen Parent Assessment Program (TPAP) , Shelter To Exit Plan (STEP) Program and Strong Families customer demographic information.	No	No
OIS	Benefits Portal	2	Submitted Forms from customers who've applied for cash benefits	No	Yes

Attachment #30

Country	City	Organization	Year	Age	Gender	Event	Rank	Notes
USA	San Francisco, CA	USA National Team	2018	18-24	Male	100m Freestyle	1	Gold Medalist
	San Francisco, CA	USA National Team	2018	25-34	Male	100m Freestyle	2	Silver Medalist
	San Francisco, CA	USA National Team	2018	35-44	Male	100m Freestyle	3	Bronze Medalist
	San Francisco, CA	USA National Team	2018	45-54	Male	100m Freestyle	4	4th Place
	San Francisco, CA	USA National Team	2018	55-64	Male	100m Freestyle	5	5th Place
	San Francisco, CA	USA National Team	2018	65-74	Male	100m Freestyle	6	6th Place
	San Francisco, CA	USA National Team	2018	75-84	Male	100m Freestyle	7	7th Place
	San Francisco, CA	USA National Team	2018	85-94	Male	100m Freestyle	8	8th Place
	San Francisco, CA	USA National Team	2018	95-104	Male	100m Freestyle	9	9th Place
	San Francisco, CA	USA National Team	2018	105-114	Male	100m Freestyle	10	10th Place
USA	San Francisco, CA	USA National Team	2018	115-124	Male	100m Freestyle	11	11th Place
	San Francisco, CA	USA National Team	2018	125-134	Male	100m Freestyle	12	12th Place
	San Francisco, CA	USA National Team	2018	135-144	Male	100m Freestyle	13	13th Place
	San Francisco, CA	USA National Team	2018	145-154	Male	100m Freestyle	14	14th Place
	San Francisco, CA	USA National Team	2018	155-164	Male	100m Freestyle	15	15th Place
	San Francisco, CA	USA National Team	2018	165-174	Male	100m Freestyle	16	16th Place
	San Francisco, CA	USA National Team	2018	175-184	Male	100m Freestyle	17	17th Place
	San Francisco, CA	USA National Team	2018	185-194	Male	100m Freestyle	18	18th Place
	San Francisco, CA	USA National Team	2018	195-204	Male	100m Freestyle	19	19th Place
	San Francisco, CA	USA National Team	2018	205-214	Male	100m Freestyle	20	20th Place
USA	San Francisco, CA	USA National Team	2018	215-224	Male	100m Freestyle	21	21st Place
	San Francisco, CA	USA National Team	2018	225-234	Male	100m Freestyle	22	22nd Place
	San Francisco, CA	USA National Team	2018	235-244	Male	100m Freestyle	23	23rd Place
	San Francisco, CA	USA National Team	2018	245-254	Male	100m Freestyle	24	24th Place
	San Francisco, CA	USA National Team	2018	255-264	Male	100m Freestyle	25	25th Place
	San Francisco, CA	USA National Team	2018	265-274	Male	100m Freestyle	26	26th Place
	San Francisco, CA	USA National Team	2018	275-284	Male	100m Freestyle	27	27th Place
	San Francisco, CA	USA National Team	2018	285-294	Male	100m Freestyle	28	28th Place
	San Francisco, CA	USA National Team	2018	295-304	Male	100m Freestyle	29	29th Place
	San Francisco, CA	USA National Team	2018	305-314	Male	100m Freestyle	30	30th Place
USA	San Francisco, CA	USA National Team	2018	315-324	Male	100m Freestyle	31	31st Place
	San Francisco, CA	USA National Team	2018	325-334	Male	100m Freestyle	32	32nd Place
	San Francisco, CA	USA National Team	2018	335-344	Male	100m Freestyle	33	33rd Place
	San Francisco, CA	USA National Team	2018	345-354	Male	100m Freestyle	34	34th Place
	San Francisco, CA	USA National Team	2018	355-364	Male	100m Freestyle	35	35th Place
	San Francisco, CA	USA National Team	2018	365-374	Male	100m Freestyle	36	36th Place
	San Francisco, CA	USA National Team	2018	375-384	Male	100m Freestyle	37	37th Place
	San Francisco, CA	USA National Team	2018	385-394	Male	100m Freestyle	38	38th Place
	San Francisco, CA	USA National Team	2018	395-404	Male	100m Freestyle	39	39th Place
	San Francisco, CA	USA National Team	2018	405-414	Male	100m Freestyle	40	40th Place
USA	San Francisco, CA	USA National Team	2018	415-424	Male	100m Freestyle	41	41st Place
	San Francisco, CA	USA National Team	2018	425-434	Male	100m Freestyle	42	42nd Place
	San Francisco, CA	USA National Team	2018	435-444	Male	100m Freestyle	43	43rd Place
	San Francisco, CA	USA National Team	2018	445-454	Male	100m Freestyle	44	44th Place
	San Francisco, CA	USA National Team	2018	455-464	Male	100m Freestyle	45	45th Place
	San Francisco, CA	USA National Team	2018	465-474	Male	100m Freestyle	46	46th Place
	San Francisco, CA	USA National Team	2018	475-484	Male	100m Freestyle	47	47th Place
	San Francisco, CA	USA National Team	2018	485-494	Male	100m Freestyle	48	48th Place
	San Francisco, CA	USA National Team	2018	495-504	Male	100m Freestyle	49	49th Place
	San Francisco, CA	USA National Team	2018	505-514	Male	100m Freestyle	50	50th Place
USA	San Francisco, CA	USA National Team	2018	515-524	Male	100m Freestyle	51	51st Place
	San Francisco, CA	USA National Team	2018	525-534	Male	100m Freestyle	52	52nd Place
	San Francisco, CA	USA National Team	2018	535-544	Male	100m Freestyle	53	53rd Place
	San Francisco, CA	USA National Team	2018	545-554	Male	100m Freestyle	54	54th Place
	San Francisco, CA	USA National Team	2018	555-564	Male	100m Freestyle	55	55th Place
	San Francisco, CA	USA National Team	2018	565-574	Male	100m Freestyle	56	56th Place
	San Francisco, CA	USA National Team	2018	575-584	Male	100m Freestyle	57	57th Place
	San Francisco, CA	USA National Team	2018	585-594	Male	100m Freestyle	58	58th Place
	San Francisco, CA	USA National Team	2018	595-604	Male	100m Freestyle	59	59th Place
	San Francisco, CA	USA National Team	2018	605-614	Male	100m Freestyle	60	60th Place
USA	San Francisco, CA	USA National Team	2018	615-624	Male	100m Freestyle	61	61st Place
	San Francisco, CA	USA National Team	2018	625-634	Male	100m Freestyle	62	62nd Place
	San Francisco, CA	USA National Team	2018	635-644	Male	100m Freestyle	63	63rd Place
	San Francisco, CA	USA National Team	2018	645-654	Male	100m Freestyle	64	64th Place
	San Francisco, CA	USA National Team	2018	655-664	Male	100m Freestyle	65	65th Place
	San Francisco, CA	USA National Team	2018	665-674	Male	100m Freestyle	66	66th Place
	San Francisco, CA	USA National Team	2018	675-684	Male	100m Freestyle	67	67th Place
	San Francisco, CA	USA National Team	2018	685-694	Male	100m Freestyle	68	68th Place
	San Francisco, CA	USA National Team	2018	695-704	Male	100m Freestyle	69	69th Place
	San Francisco, CA	USA National Team	2018	705-714	Male	100m Freestyle	70	70th Place
USA	San Francisco, CA	USA National Team	2018	715-724	Male	100m Freestyle	71	71st Place
	San Francisco, CA	USA National Team	2018	725-734	Male	100m Freestyle	72	72nd Place
	San Francisco, CA	USA National Team	2018	735-744	Male	100m Freestyle	73	73rd Place
	San Francisco, CA	USA National Team	2018	745-754	Male	100m Freestyle	74	74th Place
	San Francisco, CA	USA National Team	2018	755-764	Male	100m Freestyle	75	75th Place
	San Francisco, CA	USA National Team	2018	765-774	Male	100m Freestyle	76	76th Place
	San Francisco, CA	USA National Team	2018	775-784	Male	100m Freestyle	77	77th Place
	San Francisco, CA	USA National Team	2018	785-794	Male	100m Freestyle	78	78th Place
	San Francisco, CA	USA National Team	2018	795-804	Male	100m Freestyle	79	79th Place
	San Francisco, CA	USA National Team	2018	805-814	Male	100m Freestyle	80	80th Place
USA	San Francisco, CA	USA National Team	2018	815-824	Male	100m Freestyle	81	81st Place
	San Francisco, CA	USA National Team	2018	825-834	Male	100m Freestyle	82	82nd Place
	San Francisco, CA	USA National Team	2018	835-844	Male	100m Freestyle	83	83rd Place
	San Francisco, CA	USA National Team	2018	845-854	Male	100m Freestyle	84	84th Place
	San Francisco, CA	USA National Team	2018	855-864	Male	100m Freestyle	85	85th Place
	San Francisco, CA	USA National Team	2018	865-874	Male	100m Freestyle	86	86th Place
	San Francisco, CA	USA National Team	2018	875-884	Male	100m Freestyle	87	87th Place
	San Francisco, CA	USA National Team	2018	885-894	Male	100m Freestyle	88	88th Place
	San Francisco, CA	USA National Team	2018	895-904	Male	100m Freestyle	89	89th Place
	San Francisco, CA	USA National Team	2018	905-914	Male	100m Freestyle	90	90th Place
USA	San Francisco, CA	USA National Team	2018	915-924	Male	100m Freestyle	91	91st Place
	San Francisco, CA	USA National Team	2018	925-934	Male	100m Freestyle	92	92nd Place
	San Francisco, CA	USA National Team	2018	935-944	Male	100m Freestyle	93	93rd Place
	San Francisco, CA	USA National Team	2018	945-954	Male	100m Freestyle	94	94th Place
	San Francisco, CA	USA National Team	2018	955-964	Male	100m Freestyle	95	95th Place
	San Francisco, CA	USA National Team	2018	965-974	Male	100m Freestyle	96	96th Place
	San Francisco, CA	USA National Team	2018	975-984	Male	100m Freestyle	97	97th Place
	San Francisco, CA	USA National Team	2018	985-994	Male	100m Freestyle	98	98th Place
	San Francisco, CA	USA National Team	2018	995-1004	Male	100m Freestyle	99	99th Place
	San Francisco, CA	USA National Team	2018	1005-1014	Male	100m Freestyle	100	100th Place
USA	San Francisco, CA	USA National Team	2018	1015-1024	Male	100m Freestyle	101	101st Place
	San Francisco, CA	USA National Team	2018	1025-1034	Male	100m Freestyle	102	102nd Place
	San Francisco, CA	USA National Team	2018	1035-1044	Male	100m Freestyle	103	103rd Place
	San Francisco, CA	USA National Team	2018	1045-1054	Male	100m Freestyle	104	104th Place
	San Francisco, CA	USA National Team	2018	1055-1064	Male	100m Freestyle	105	105th Place
	San Francisco, CA	USA National Team	2018	1065-1074	Male	100m Freestyle	106	106th Place
	San Francisco, CA	USA National Team	2018	1075-1084	Male	100m Freestyle	107	107th Place
	San Francisco, CA	USA National Team	2018	1085-1094	Male	100m Freestyle	108	108th Place
	San Francisco, CA	USA National Team	2018	1095-1104	Male	100m Freestyle	109	109th Place
	San Francisco, CA	USA National Team	2018	1105-1114	Male	100m Freestyle	110	110th Place
USA	San Francisco, CA	USA National Team	2018	1115-1124	Male	100m Freestyle	111	111th Place
	San Francisco, CA	USA National Team	2018	1125-1134	Male	100m Freestyle	112	112th Place
	San Francisco, CA	USA National Team	2018	1135-1144	Male	100m Freestyle	113	113th Place
	San Francisco, CA	USA National Team	2018	1145-1154	Male	100m Freestyle	114	114th Place
	San Francisco, CA	USA National Team	2018	1155-1164	Male	100m Freestyle	115	115th Place
	San Francisco, CA	USA National Team	2018	1165-1174	Male	100m Freestyle	116	116th Place
	San Francisco, CA	USA National Team	2018	1175-1184	Male	100m Freestyle	117	117th Place
	San Francisco, CA	USA National Team	2018	1185-1194	Male	100m Freestyle	118	118th Place
	San Francisco, CA	USA National Team	2018	1195-1204	Male	100m Freestyle	119	119th Place
	San Francisco, CA	USA National Team	2018	1205-1214	Male	100m Freestyle	120	120th Place
USA	San Francisco, CA	USA National Team	2018	1215-1224	Male	100m Freestyle	121	121st Place
	San Francisco, CA	USA National Team	2018	1225-1234	Male	100m Freestyle	122	122nd Place
	San Francisco, CA	USA National Team	2018	1235-1244	Male	100m Freestyle	123	123rd Place
	San Francisco, CA	USA National Team	2018	1245-1254	Male	100m Freestyle	124	124th Place
	San Francisco, CA	USA National Team	2018	1255-1264	Male	100m Freestyle	125	125th Place
	San Francisco, CA	USA National Team	2018	1265-1274	Male	100m Freestyle	126	126th Place
	San Francisco, CA	USA National Team	2018	1275-1284	Male	100m Freestyle	127	127th Place
	San Francisco, CA	USA National Team	2018	1285-1294	Male	100m Freestyle	128	128th Place
	San Francisco, CA	USA National Team	2018	1295-1304	Male	100m Freestyle	129	129th Place
	San Francisco, CA	USA National Team	2018	1305-1314	Male	100m Freestyle	130	130th Place
USA	San Francisco, CA	USA National Team	2018	1315-1324	Male	100m Freestyle	131	131st Place
	San Francisco, CA	USA National Team	2018	1325-1334	Male	100m Freestyle	132	132nd Place
	San Francisco, CA	USA National Team	2018	1335-1344	Male	100m Freestyle	133	133rd Place
	San Francisco, CA	USA National Team	2018	1345-1354	Male	100m Freestyle	134	134th Place
	San Francisco, CA	USA National Team	2018	1355-1364	Male	100m Freestyle	135	135th Place
	San Francisco, CA	USA National Team	2018	1365-1374	Male	100m Freestyle	136	136th Place
	San Francisco, CA	USA National Team	2018	1375-1384	Male	100m Freestyle	137	137th Place
	San Francisco, CA	USA National Team	2018	1385-1394	Male	100m Freestyle	138	138th Place
	San Francisco, CA	USA National Team	2018	1395-1404	Male	100m Freestyle	139	139th Place
	San Francisco, CA	USA National Team	2018	1405-1414	Male	100m Freestyle	140	140th Place
USA	San Francisco, CA	USA National Team	2018	1415-1424	Male	100m Freestyle	141	141st Place
	San Francisco, CA	USA National Team	2018	1425-1434	Male	100m Freestyle	142	142nd Place
	San Francisco, CA	USA National Team	2018	1435-1444	Male	100m Freestyle	143	143rd Place
	San Francisco, CA	USA National Team	2018	1445-1454	Male	100m Freestyle	144	144th Place
	San Francisco, CA	USA National Team	2018	1455-1464	Male	100m Freestyle	145	145th Place
	San Francisco, CA	USA National Team	2018	1465-1474	Male	100m Freestyle	146	146th Place
	San Francisco, CA	USA National Team	2018	1475-1484	Male	100m Freestyle	147	147th Place
	San Francisco, CA	USA National Team	2018	1485-1494	Male	100m Freestyle	148	148th Place
	San Francisco, CA	USA National Team	2018	1495-1504	Male	100m Freestyle	149	149th Place
	San Francisco, CA	USA National Team	2018	1505-1514	Male	100m Freestyle	150	150th Place
USA	San Francisco, CA	USA National Team	2018	1515-1524	Male	100m Freestyle	151	151st Place
	San Francisco, CA	USA National Team	2018	1525-1534	Male	100m Freestyle	152	152nd Place
	San Francisco, CA	USA National Team	2018	1535-1544	Male	100m Freestyle	153	153rd Place
	San Francisco, CA	USA National Team	2018	1545-1554	Male	100m Freestyle	154	154th Place
	San Francisco, CA	USA National Team	2018	1555-1564	Male	100m Freestyle	155	155th Place
	San Francisco, CA	USA National Team	2018	1565-1574	Male	100m Freestyle	156	156th Place
	San Francisco, CA	USA National Team	2018	1575-1584	Male	100m Freestyle	157	157th Place
	San Francisco, CA	USA National Team	2018	1585-1594	Male	100m Freestyle	158	158th Place
	San Francisco, CA	USA National Team	2018	1595-1604	Male	100m Freestyle	159	159th Place
	San Francisco, CA	USA National Team	2018	16				

Attachment #31

DC Central Kitchen

Program	Population	Breakfast	Lunch (Provided only during Public Health Emergency)	Dinner	Price per meal (non-COVID) BREAKFAST	Price per meal (non-COVID) DINNER	Price per meal (during COVID) BREAKFAST	Price per meal (during COVID) BREAKFAST (pre-package)	Price per meal (during COVID) BREAKFAST (total cost)	Price per meal (during COVID) LUNCH	Price per meal (during COVID) LUNCH (pre-package)	Price per meal (during COVID) LUNCH (total cost)	Price per meal (during COVID) DINNER	Price per meal (during COVID) DINNER (pre-package)	Price per meal (during COVID) DINNER (total cost)
Patricia Handy Place for Women	Unaccompanied Women	X	X	X	\$3.05	\$3.50	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00
Blair/Emery House	Unaccompanied Men	X	X	X	\$3.05	\$3.50	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00
la Casa TRP	Unaccompanied Men	X	X	X	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00	n/a	n/a
Nativity	Unaccompanied Women	X	X	X	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00	n/a	n/a
Davison House	Unaccompanied Men	X	X	X	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00	n/a	n/a
Davison House	Unaccompanied Men	X	X	X	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00	n/a	n/a
Mickey Leyland	Unaccompanied Men	X	X	X	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00	n/a	n/a
CCNV	Unaccompanied Men and Women	X	X	X	\$3.05	\$4.50	\$7.50	\$3.50	\$4.50	\$8.00	\$3.50	\$4.50	\$8.00	n/a	n/a

Henry's Soul Café

Program	Population	Breakfast	Lunch (Provided only during Public Health Emergency)	Dinner	Price per meal (non-COVID) BREAKFAST	Price per meal (non-COVID) DINNER	Price per meal (during COVID) BREAKFAST	Price per meal (during COVID) BREAKFAST (pre-package)	Price per meal (during COVID) BREAKFAST (total cost)	Price per meal (during COVID) LUNCH	Price per meal (during COVID) LUNCH (pre-package)	Price per meal (during COVID) LUNCH (total cost)	Price per meal (during COVID) DINNER	Price per meal (during COVID) DINNER (pre-package)	Price per meal (during COVID) DINNER (total cost)
Harriet Tubman	Unaccompanied Women	X	X	X	\$3.20	\$5.18 (\$7.50 specialty)	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
801 East	Unaccompanied Men	X	X	X	\$3.20	\$5.18 (\$7.50 specialty)	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
New York Avenue	Unaccompanied Men	X	X	X	\$3.20	\$5.18 (\$7.50 specialty)	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Adams Place	Unaccompanied Men	X	X	X	\$3.20	\$5.18 (\$7.50 specialty)	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Adams Place Day Center/Hypo Site	Unaccompanied Women	X	X	X	\$3.20	\$5.18 (\$7.50 specialty)	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)

Henry's Soul Café (Hypothermia Sites)

Program	Population	Breakfast	Lunch (Provided only during Public Health Emergency)	Dinner	Price per meal (non-COVID) BREAKFAST	Price per meal (non-COVID) DINNER	Price per meal (during COVID) BREAKFAST	Price per meal (during COVID) BREAKFAST (pre-package)	Price per meal (during COVID) BREAKFAST (total cost)	Price per meal (during COVID) LUNCH	Price per meal (during COVID) LUNCH (pre-package)	Price per meal (during COVID) LUNCH (total cost)	Price per meal (during COVID) DINNER	Price per meal (during COVID) DINNER (pre-package)	Price per meal (during COVID) DINNER (total cost)
Banneker	Unaccompanied Coed	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Kennedy Rec. Center	Unaccompanied Men	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
King Greenleaf Rec. Center	Unaccompanied Men	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Trinidad Rec. Center	Unaccompanied Men	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Langdon Rec. Center	Unaccompanied Men	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Sherwood Rec. Center	Unaccompanied Women	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Salvation Army	Unaccompanied Men	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)
Legacy	Unaccompanied Men	X	X	X	n/a	n/a	\$3.20	n/a	\$3.20	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)	\$5.18	\$0.60	\$5.78 (\$7.50 specialty)

Attachment #40

Project	Report Period	Program Type + Population Served	Households Served During Report Period	Households Exiting Program During Report Period (Leavers)	Households in Program at End of Report Period (Stayers)	Utilization Rate (%)	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations (%)
LAYC - Extended Housing Program	October-December 2020	ETH IND	9	0	9	100.0	374	n/a-no leavers	n/a-no leavers
DC Doors - Evolution de Carlos	October-December 2020	ETH IND	13	3	10	100.0	139	284	0.0
Echelon Community Services - Kia's Place 4	October-December 2020	ETH IND	7	1	6	100.0	113	224	0.0
SBY - Phillip Reid	October-December 2020	ETH IND	0	n/a	n/a	n/a	n/a	n/a	n/a
SMYAL - Roman's House	October-December 2020	ETH IND	0	n/a	n/a	n/a	n/a	n/a	n/a
WAF - Wanda Alston House ETH	October-December 2020	ETH IND	3	0	3	100.0	168	n/a-no leavers	n/a-no leavers

Project	Report Period	Program Type + Population Served	Households Served During Report Period	Households Exiting Program During Report Period (Leavers)	Households in Program at End of Report Period (Stayers)	Utilization Rate (%)	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations (%)
DC Doors - Evolution de Carlos	January-March 2021	ETH IND	13	4	9	100.0	229	92	0.0
Echelon Community Services - Kia's Place 4	January-March 2021	ETH IND	9	1	8	100.0	93	125	0.0
SBY - Passages ETH	January-March 2021	ETH IND	26	3	23	100.0	401	365	67.0
SBY - Phillip Reid	January-March 2021	ETH IND	2	0	2	100.0	21	n/a-no leavers	n/a-no leavers
SMYAL - Roman's House	January-March 2021	ETH IND	3	0	3	100.0	23	n/a-no leavers	n/a-no leavers
WAF - Wanda Alston House ETH	January-March 2021	ETH IND	7	0	7	100.0	63	n/a-no leavers	n/a-no leavers

Project	Report Period	Program Type + Population Served	Households Served During Report Period	Households Exiting Program During Report Period (Leavers)	Households in Program at End of Report Period (Stayers)	Utilization Rate (%)	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations (%)
DC Doors - Evolution de Carlos	April-June 2021	ETH IND	20	4	16	100.0	62	124	0.0
Echelon Community Services - Kia's Place 4	April-June 2021	ETH IND	11	2	9	100.0	124	77	0.0
SBY - Passages ETH	April-June 2021	ETH IND	24	3	21	100.0	477	469	0.0
SBY - Phillip Reid	April-June 2021	ETH IND	9	4	5	100.0	76	26	0.0
SMYAL - Roman's House	April-June 2021	ETH IND	13	0	13	100.0	76	n/a-no leavers	n/a-no leavers
WAF - Wanda Alston House ETH	April-June 2021	ETH IND	9	2	7	100.0	138	74	50.0

Project	Report Period	Program Type + Population Served	Households Served During Report Period	Households Exiting Program During Report Period (Leavers)	Households in Program at End of Report Period (Stayers)	Utilization Rate (%)	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations (%)
DC Doors - Evolution de Carlos	July-September 2021	ETH IND	21	1	20	100.0	143	112	0.0
Echelon Community Services - Kia's Place 4	July-September 2021	ETH IND	10	3	7	100.0	216	133	0.0
SBY - Passages ETH	July-September 2021	ETH IND	25	5	20	100.0	476	508	40.0
SBY - Phillip Reid	July-September 2021	ETH IND	12	3	9	100.0	78	53	66.7
SMYAL - Roman's House	July-September 2021	ETH IND	15	1	14	100.0	164	138	0.0
WAF - Wanda Alston House ETH	July-September 2021	ETH IND	13	2	11	100.0	138	74	100.0

Attachment #71

Project	Report Period	Program Type	Population Served	Households Served	Units	Leavers	Stayers	Data Completeness	Utilization Rate	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income-Employment-Leavers	Increase Income-Other Income-Leavers	Increase Income-Any Income-Leavers
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Direct(1806)	Oct 1 - Dec 31, 2019	RRH	SMF	106	60	3	103	45.4%	83.2%	127	447	100.0%	n/a-no prior period	0.0%	0.0%	0.0%	0.0%
Catholic Charities - Families in Transition (FIT) Rapid Rehousing- RRH FAM - HUD CoC/DHS S(1711)	Oct 1 - Dec 31, 2019	RRH	HC	14	14	1	13	99.6%	95.4%	327	807	100.0%	0.0%	4.4%	0.0%	50.0%	50.0%
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(1041)	Oct 1 - Dec 31, 2019	RRH	HC	108	100	10	98	97.7%	98.7%	337	402	100.0%	33.3%	2.8%	0.0%	0.0%	0.0%
Catholic Charities - Tenants Empowerment Network Rapid Rehousing - RRH FAM - HUD CoC/ DHS S(1710)	Oct 1 - Dec 31, 2019	RRH	HC	25	30	1	24	98.9%	81.8%	308	833	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
CCDC - LIFT Supportive Services - RRH IND - HUD CoC(1891)	Oct 1 - Dec 31, 2019	RRH	SMF - Youth	21	22	3	18	92.0%	100.0%	349	525	100.0%	n/a-no prior period	0.0%	33.3%	0.0%	33.3%
COH - FRSP - Community of Hope - RRH FAM - DHS M(1037)	Oct 1 - Dec 31, 2019	RRH	HC	235	211	28	207	99.5%	98.4%	336	654	80.8%	8.7%	3.4%	13.4%	14.6%	23.2%
CSC - FRSP - RRH FAM - DHS M(1049)	Oct 1 - Dec 31, 2019	RRH	HC	98	90	9	89	92.4%	98.2%	496	444	87.5%	14.3%	9.0%	3.4%	3.4%	6.9%
DHS - OWO FRSP - RRH FAM - DHS Direct(1443)	Oct 1 - Dec 31, 2019	RRH	HC	369	345	37	332	88.3%	88.7%	308	523	83.3%	4.3%	0.0%	0.0%	4.9%	4.9%
EBFSC - FRSP - RRH FAM - DHS M(1025)	Oct 1 - Dec 31, 2019	RRH	HC	59	50	12	47	75.4%	98.4%	329	492	83.3%	n/a-no prior period	0.0%	3.4%	6.9%	3.4%
ECS - DHS Adult RRH - RRH IND - DHS M(1808)	Oct 1 - Dec 31, 2019	RRH	SMF	101	100	19	82	94.3%	87.7%	119	130	71.4%	0.0%	0.0%	0.0%	0.0%	0.0%
ECS - FRSP - RRH FAM - DHS Direct(1183)	Oct 1 - Dec 31, 2019	RRH	HC	142	125	20	122	97.6%	98.5%	419	450	95.0%	n/a-no prior period	2.9%	9.4%	1.6%	10.9%
ERFSC - FRSP - RRH FAM - DHS M(1030)	Oct 1 - Dec 31, 2019	RRH	HC	118	40	8	109	95.1%	100.0%	36	462	97.5%	0.0%	2.6%	0.0%	21.4%	21.4%
Everyone Home DC - FRSP - RRH FAM - DHS M(1135)	Oct 1 - Dec 31, 2019	RRH	HC	58	55	3	55	89.2%	98.4%	396	589	86.7%	n/a-no prior period	0.0%	12.5%	12.5%	12.5%
Friendship Place - DC 500 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(1072)	Oct 1 - Dec 31, 2019	RRH	SMF & HC Vets	228	varies	45	181	97.0%	varies	124	176	82.3%	n/a-no prior period	0.1%	3.9%	3.9%	7.8%
FSFSC - FRSP - RRH FAM - DHS M(1046)	Oct 1 - Dec 31, 2019	RRH	HC	36	35	3	33	79.6%	94.2%	428	742	100.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Georgia Avenue - FRSP - RRH FAM - DHS M(1048)	Oct 1 - Dec 31, 2019	RRH	HC	153	136	23	130	83.1%	100.0%	264	512	82.6%	0.0%	1.4%	1.5%	3.0%	4.5%
HCS - DC 500 - DC SSVF - RRH FAM - VA SSVF(1146)	Oct 1 - Dec 31, 2019	RRH	SMF & HC Vets	69	varies	24	45	94.8%	varies	154	210	94.4%	25.0%	0.0%	8.0%	4.0%	12.0%
HOR - New Horizons - RRH IND - HUD CoC(1739)	Oct 1 - Dec 31, 2019	RRH	SF	15	8	7	8	99.7%	81.6%	46	234	71.4%	n/a-no prior period	0.0%	37.5%	0.0%	37.5%
Housing Up - FRSP - RRH FAM - DHS M(1039)	Oct 1 - Dec 31, 2019	RRH	HC	332	300	42	290	83.2%	97.0%	315	602	96.8%	n/a-no prior period	0.5%	13.6%	36.1%	43.2%
NCCI - FRSP - RRH FAM - DHS M(1047)	Oct 1 - Dec 31, 2019	RRH	HC	330	315	34	296	85.0%	94.1%	236	662	82.6%	n/a-no prior period	0.0%	0.0%	3.0%	3.0%
ORHF - DC 500 - DC SSVF - RRH FAM - VA SSVF(1137)	Oct 1 - Dec 31, 2019	RRH	SMF & HC Vets	10	varies	1	9	93.3%	varies	62	43	100.0%	n/a-no prior period	0.0%	0.0%	0.0%	0.0%
SOME - Weinberg House FRSP - RRH FAM - DHS M(1252)	Oct 1 - Dec 31, 2019	RRH	HC	17	22	0	17	83.1%	73.4%	677	n/a-no leavers	n/a-no leavers	n/a-no prior period	0.0%	n/a	n/a	n/a
Wheeler Creek - DHS Adult RRH - RRH IND - DHS Direct(1807)	Oct 1 - Dec 31, 2019	RRH	SMF	116	90	27	89	71.3%	87.9%	98	113	86.7%	n/a-no prior period	0.0%	9.0%	7.4%	0.0%

Project	Report Period	Program Type	Population Served	Households Served	Units	Leavers	Stayers	Case Completion %	Utilization Rate	Median Length of Stay- Stayers	Median Length of Stay- Leavers	Exits to Permanent Destinations	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income- Employment-Leavers	Increase Income-Other Income-Leavers	Increase Income-Any Income-Leavers
Catholic Charities - Families in Transition (FIT) Rapid Rehousing- RRH FAM - HUD CoC/DHS S(1711)	Jan 1 - March 31, 2020	RRH	HC	17	14	4	13	100.0%	89.4%	412	308	75.0%	0.0%	22.2%	20.0%	20.0%	40.0%
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(1041)	Jan 1 - March 31, 2020	RRH	HC	108	100	15	93	97.7%	95.9%	344	444	86.7%	n/a-no prior period exiters	13.7%	13.3%	6.7%	20.0%
Catholic Charities - Tenants Empowerment Network Rapid Rehousing- RRH FAM - HUD CoC/ DHS S(1715)	Jan 1 - March 31, 2020	RRH	HC	28	30	5	23	96.7%	73.3%	285	696	80.0%	0.0%	9.4%	0.0%	28.6%	14.3%
COH - FRSP - Community of Hope - RRH FAM - DHS M(1037)	Jan 1 - March 31, 2020	RRH	HC	225	211	30	205	98.0%	97.5%	344	663	100.0%	11.8%	25.0%	33.3%	50.0%	66.7%
CSC - FRSP - RRH FAM - DHS M(1048)	Jan 1 - March 31, 2020	RRH	HC	97	90	8	89	91.3%	97.1%	566	556	87.5%	14.3%	0.0%	9.1%	0.0%	9.1%
DHS - QWO FRSP - RRH FAM - DHS Direct(1443)	Jan 1 - March 31, 2020	RRH	HC	368	345	35	333	88.4%	95.6%	329	624	68.6%	15.8%	0.0%	2.6%	15.8%	15.8%
BRFSC - FRSP - RRH FAM - DHS M(1035)	Jan 1 - March 31, 2020	RRH	HC	53	50	6	47	76.4%	97.7%	280	541	100.0%	0.0%	0.0%	0.0%	28.6%	28.6%
BES - FRSP - RRH FAM - DHS Direct(1183)	Jan 1 - March 31, 2020	RRH	HC	150	135	31	119	97.7%	95.9%	259	321	90.3%	14.3%	6.8%	16.4%	50.0%	47.4%
BRFSC - FRSP - RRH FAM - DHS M(1050)	Jan 1 - March 31, 2020	RRH	HC	119	112	10	109	93.0%	97.0%	127	660	100.0%	0.0%	3.1%	18.2%	36.4%	36.4%
Everyone Home DC - FRSP - RRH FAM - DHS M(1135)	Jan 1 - March 31, 2020	RRH	HC	65	55	8	57	98.9%	100.0%	368	503	75.0%	0.0%	0.0%	12.5%	25.0%	37.5%
FSFSC - FRSP - RRH FAM - DHS M(1045)	Jan 1 - March 31, 2020	RRH	HC	34	35	2	32	76.0%	93.7%	511	369	100.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Georgia Avenue - FRSP - RRH FAM - DHS M(1048)	Jan 1 - March 31, 2020	RRH	HC	153	136	21	132	79.9%	98.6%	258	572	100.0%	n/a-no prior period exiters	2.4%	8.3%	25.0%	29.2%
Housing Up - FRSP - RRH FAM - DHS M(1039)	Jan 1 - March 31, 2020	RRH	HC	311	300	21	280	92.7%	96.7%	393	686	90.0%	0.0%	7.7%	13.6%	36.4%	45.0%
NCCI - FRSP - RRH FAM - DHS M(1047)	Jan 1 - March 31, 2020	RRH	HC	319	315	24	295	92.2%	93.6%	297	465	78.3%	18.2%	0.0%	3.7%	3.7%	7.4%
SOME - Weinberg House FRSP - RRH FAM - DHS M(1252)	Jan 1 - March 31, 2020	RRH	HC	18	22	3	18	92.0%	90.7%	653	n/a-no leavers	n/a-no leavers	50.0%	0.0%	n/a-no leavers	n/a-no leavers	n/a-no leavers
HCR - Defining Destiny (2115)	Jan 1 - March 31, 2020	RRH	BF	7	8	3	7	86.3%	93.6%	181	n/a-no leavers	n/a-no leavers	n/a-no prior period exiters	0.0%	n/a-no leavers	n/a-no leavers	n/a-no leavers
HCR - New Horizons - RRH IND - HUD CoC(1738)	Jan 1 - March 31, 2020	RRH	BF	8	8	3	7	99.4%	99.9%	181	n/a-no leavers	n/a-no leavers	0.0%	0.0%	n/a-no leavers	n/a-no leavers	n/a-no leavers
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Direct(1806)	Jan 1 - March 31, 2020	RRH	BMF	115	100	28	97	46.3%	97.1%	218	153	18.0%	n/a-no prior period exiters	0.0%	0.0%	0.0%	0.0%
BES - DHS Adult RRH - RRH IND - DHS M(1608)	Jan 1 - March 31, 2020	RRH	BMF	159	100	15	94	96.4%	98.2%	190	116	42.0%	n/a-no prior period exiters	0.0%	0.0%	0.0%	0.0%
Wheeler Creek - DHS Adult RRH - RRH IND - DHS Direct(1807)	Jan 1 - March 31, 2020	RRH	BMF	117	100	30	97	74.3%	94.3%	148	132	35.0%	n/a-no prior period exiters	0.0%	0.0%	0.0%	0.0%
CCDC - LFT Supportive Services - RRH IND - HUD CoC(1891)	Jan 1 - March 31, 2020	RRH	BMF - Youth	11	21	2	20	86.4%	93.9%	438	156	9.0%	n/a-no prior period exiters	0.0%	0.0%	0.0%	0.0%
CSC - Youth Rapid Rehousing - RRH IND Youth - DHS Direct(1855)	Jan 1 - March 31, 2020	RRH	BMF - Youth	27	15	7	20	79.2%	100.0%	430	570	14.3%	n/a-no prior period exiters	0.0%	17.1%	0.0%	17.7%
Friendship Place - DC 900 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(11072)	Jan 1 - March 31, 2020	RRH	BMF & HC Vets	225	19165	87	159	97.4%	198162	175	172	86.1%	17.4%	1.2%	4.4%	4.4%	9.8%
HCS - DC 900 - DC SSVF - RRH FAM - VA SSVF(1198)	Jan 1 - March 31, 2020	RRH	BMF & HC Vets	16	varies	31	46	95.2%	varies	89	162	83.0%	25.0%	0.0%	0.0%	12.9%	12.9%
GRHF - DC 900 - DC SSVF - RRH FAM - VA SSVF(1137)	Jan 1 - March 31, 2020	RRH	BMF & HC Vets	14	varies	6	8	94.9%	varies	89	177	86.7%	0.0%	0.0%	16.7%	0.0%	16.7%

Project	Report Period	Program Type	Population Served	Households Served	Units	Leavers	Stayers	Data Completeness	Utilization Rate	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income-Employment-Leavers	Increase Income-Other Income-Leavers	Increase Income-Any Income-Leavers
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Direct(1806)	April 1 - June, 2020	RRH	SMF	100	80	0	100	45.4%	83.2%	127	447	100.0%	n/a-no prior period	0.0%	0.0%	0.0%	0.0%
Catholic Charities - Families in Transition (FIT) Rapid Rehousing- RRH FAM - HUD CoC/DHS S(1711)	April 1 - June, 2020	RRH	HC	14	14	1	13	99.6%	95.4%	327	807	100.0%	0.0%	4.4%	0.0%	50.0%	50.0%
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(1041)	April 1 - June, 2020	RRH	HC	108	100	10	98	97.7%	98.7%	337	402	100.0%	33.3%	2.8%	0.0%	0.0%	0.0%
Catholic Charities - Tenants Empowerment Network Rapid Rehousing - RRH FAM - HUD CoC/ DHS S(1710)	April 1 - June, 2020	RRH	HC	25	30	1	24	98.9%	81.8%	308	833	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
CCDC - LIFT Supportive Services - RRH IND - HUD CoC(1891)	April 1 - June, 2020	RRH	SMF - Youth	21	22	3	18	92.0%	100.0%	349	525	100.0%	n/a-no prior period	0.0%	33.3%	0.0%	33.3%
COH - FRSP - Community of Hope - RRH FAM - DHS M(1037)	April 1 - June, 2020	RRH	HC	235	211	28	207	99.5%	98.4%	336	654	80.8%	8.7%	3.4%	13.4%	14.6%	23.2%
CSC - FRSP - RRH FAM - DHS M(1049)	April 1 - June, 2020	RRH	HC	98	90	9	89	92.4%	98.2%	496	444	87.5%	14.3%	9.0%	3.4%	3.4%	6.9%
DHS - OWO FRSP - RRH FAM - DHS Direct(1443)	April 1 - June, 2020	RRH	HC	369	345	37	332	88.3%	88.7%	308	523	83.3%	4.3%	0.0%	0.0%	4.9%	4.9%
EBFSC - FRSP - RRH FAM - DHS M(1025)	April 1 - June, 2020	RRH	HC	59	50	12	47	75.4%	98.4%	329	482	83.3%	n/a-no prior period	0.0%	3.4%	6.9%	3.4%
ECS - DHS Adult RRH - RRH IND - DHS M(1808)	April 1 - June, 2020	RRH	SMF	101	100	19	82	94.3%	87.7%	119	130	71.4%	0.0%	0.0%	0.0%	0.0%	0.0%
ECS - FRSP - RRH FAM - DHS Direct(1183)	April 1 - June, 2020	RRH	HC	142	125	20	122	97.6%	98.5%	419	450	95.0%	n/a-no prior period	2.9%	9.4%	1.6%	10.9%
ERFSC - FRSP - RRH FAM - DHS M(1030)	April 1 - June, 2020	RRH	HC	118	40	8	109	95.1%	100.0%	36	482	97.5%	0.0%	2.8%	0.0%	21.4%	21.4%
Everyone Home DC - FRSP - RRH FAM - DHS M(1135)	April 1 - June, 2020	RRH	HC	58	55	3	55	89.2%	98.4%	396	589	86.7%	n/a-no prior period	0.0%	12.5%	12.5%	12.5%
Friendship Place - DC 900 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(1072)	April 1 - June, 2020	RRH	SMF & HC Vets	228	varies	45	181	97.0%	varies	124	176	82.3%	n/a-no prior period	0.1%	3.9%	3.9%	7.8%
FSFSC - FRSP - RRH FAM - DHS M(1046)	April 1 - June, 2020	RRH	HC	36	35	3	33	79.6%	94.2%	428	742	100.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Georgia Avenue - FRSP - RRH FAM - DHS M(1048)	April 1 - June, 2020	RRH	HC	153	136	23	130	83.1%	100.0%	264	512	82.6%	0.0%	1.4%	1.5%	3.0%	4.5%
HCS - DC 500 - DC SSVF - RRH FAM - VA SSVF(1146)	April 1 - June, 2020	RRH	SMF & HC Vets	69	varies	24	45	94.8%	varies	154	210	94.4%	25.0%	0.0%	8.0%	4.0%	12.0%
HOR - New Horizons - RRH IND - HUD CoC(1739)	April 1 - June, 2020	RRH	SF	15	9	7	8	99.7%	81.6%	46	234	71.4%	n/a-no prior period	0.0%	37.5%	0.0%	37.5%
Housing Up - FRSP - RRH FAM - DHS M(1039)	April 1 - June, 2020	RRH	HC	332	300	42	290	83.2%	97.0%	315	602	96.8%	n/a-no prior period	3.5%	13.6%	36.1%	43.2%
NCCI - FRSP - RRH FAM - DHS M(1047)	April 1 - June, 2020	RRH	HC	330	315	34	296	85.0%	94.1%	236	662	82.6%	n/a-no prior period	0.0%	0.0%	3.0%	3.0%
ORHF - DC 500 - DC SSVF - RRH FAM - VA SSVF(1137)	April 1 - June, 2020	RRH	SMF & HC Vets	10	varies	1	9	93.3%	varies	62	43	100.0%	n/a-no prior period	0.0%	0.0%	0.0%	0.0%
SOME - Weinberg House FRSP - RRH FAM - DHS M(1252)	April 1 - June, 2020	RRH	HC	17	22	0	17	83.1%	73.4%	677	n/a-no leavers	n/a-no leavers	n/a-no prior period	0.0%	n/a	n/a	n/a
Wheeler Creek - DHS Adult RRH - RRH IND - DHS Direct(1807)	April 1 - June, 2020	RRH	SMF	116	90	27	89	71.3%	87.9%	98	113	86.7%	n/a-no prior period	0.0%	9.0%	7.4%	0.0%

Project	Report Period	Program Type	Population Served	Households Served	Units	Seniors	Dispers	Rate Completion	Allocation Rate	Median Length of Stay - Rooms	Median Length of Stay - Laundry	Scale to Permanent Contributions	Reduction to Homelessness	Increase Income-Any Income-Reasons	Increase Income-Employment-Reasons	Increase Income-Other Income-Reasons	Increase Income-Any Income-Reasons
Catholic Charities - Families in Transition (FIT) Rapid Rehousing - RRH FAM - HUD CAC/DHS S(171)	July-September 2020	RRH	HC	12.0	14.0	0.0	21.0	87.1	80.0	891.0	205.0	0.0	via no prior period exiters	8.0	0.0	0.0	8.0
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Divest(180)	July-September 2020	RRH	BMP	115.0	100.0	25.0	60.0	62.5	100.0	350.0	355.0	42.4	42.0	0.0	0.0	0.0	42.0
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(184)	July-September 2020	RRH	HC	115.0	100.0	95.0	60.0	95.5	98.0	327.0	377.5	63.7	via no prior period exiters	24.0	0.0	36.0	36.0
Catholic Charities - Tenants Empowerment Network Rapid Rehousing - RRH FAM - HUD CAC/DHS S(173)	July-September 2020	RRH	HC	19.0	30.0	0.0	14.0	94.0	98.0	449.5	405.0	40.0	100.0	20.0	0.0	13.0	13.0
CCDC - LFT Plus - RRH IND Youth - HUD CAC(208)	July-September 2020	RRH	BMP - Youth	0.0	18.0	0.0	0.0	98.1	90.0	280.0	via no baseline	via no baseline	via no prior period exiters	0.0	via no baseline	via no baseline	via no baseline
CCDC - LFT Supportive Services - RRH IND Youth - HUD CAC(189)	July-September 2020	RRH	BMP - Youth	0.0	21.0	0.0	17.0	98.4	98.0	60.0	324.5	0.0	via no prior period exiters	0.0	0.0	0.0	0.0
COH - FRSP - Community of Hope - RRH FAM - DHS M(107)	July-September 2020	RRH	HC	225.0	211.0	15.0	210.0	96.8	98.0	448.0	884.0	100.0	7.0	96.0	8.0	44.0	44.0
COH - FRSP Young Families - RRH FAM - DHS M(245)	July-September 2020	RRH	HC - Youth	84.0	84.0	0.0	60.0	93.0	98.0	0.0	102.0	0.0	via no prior period exiters	0.0	0.0	0.0	0.0
CSC - FRSP - RRH FAM - DHS M(148)	July-September 2020	RRH	HC	107.0	90.0	21.0	66.0	70.1	94.0	604.0	719.0	95.2	28.5	0.0	10.0	35.0	40.0
CSC - Youth Rapid Rehousing - RRH IND Youth - DHS Divest(185)	July-September 2020	RRH	BMP - Youth	14.0	15.0	0.0	14.0	89.3	90.0	150.0	via no baseline	via no baseline	via no prior period exiters	0.0	via no baseline	via no baseline	via no baseline
DHS - OWO FRSP - RRH FAM - DHS Divest(143)	July-September 2020	RRH	HC	403.0	345.0	25.0	378.0	90.0	100.0	438.0	716.0	96.0	8.0	0.0	17.0	21.0	21.0
BFPSC - FRSP - RRH FAM - DHS M(102)	July-September 2020	RRH	HC	81.0	90.0	0.0	66.0	92.2	100.0	420.0	885.5	100.0	88.6	0.0	0.0	90.0	90.0
ECS - DHS Adult RRH - RRH IND - DHS M(188)	July-September 2020	RRH	BMP	107.0	100.0	14.0	60.0	94.9	100.0	355.0	326.5	42.8	via no prior period exiters	0.0	0.0	0.0	0.0
ECS - FRSP - RRH FAM - DHS M(183)	July-September 2020	RRH	HC	135.0	125.0	10.0	125.0	94.0	98.0	230.0	489.5	100.0	5.0	88.0	0.0	54.0	51.0
BFPSC - FRSP - RRH FAM - DHS M(180)	July-September 2020	RRH	HC	110.0	112.0	4.0	111.0	88.9	98.0	210.0	324.0	100.0	via no prior period exiters	27.0	0.0	25.0	20.0
Everyone Home DC - FRSP - RRH FAM - DHS M(135)	July-September 2020	RRH	HC	88.0	95.0	0.0	84.0	97.0	90.0	419.0	803.0	90.0	via no prior period exiters	0.0	0.0	90.0	90.0
Friendship Place - DC SDO - DC SDOF Rapid Rehousing - RRH FAM - VA SDOF(107)	July-September 2020	RRH	BMP & HC Vets	138.0	171.0	28.0	170.0	97.8	90.0	244.0	932.5	70.0	20.6	0.0	0.0	0.0	0.0
FRPSC - FRSP - RRH FAM - DHS M(104)	July-September 2020	RRH	HC	42.0	50.0	0.0	10.0	89.2	90.0	420.0	960.0	100.0	via no prior period exiters	0.0	0.0	0.0	0.0
Georgia Avenue - FRSP - RRH FAM - DHS M(146)	July-September 2020	RRH	HC	139.0	136.0	10.0	126.0	89.4	98.0	427.0	883.0	100.0	via no prior period exiters	20.0	0.0	36.0	46.0
HCS - DC SDO - DC SDOF - RRH FAM - VA SDOF(114)	July-September 2020	RRH	BMP & HC Vets	84.0	94.0	17.0	67.0	84.9	94.0	188.0	124.0	76.4	13.0	0.0	0.0	0.0	0.0
HCR - Defining Disability Transitional - TH FAM - HUD CAC(211)	July-September 2020	RRH	SP	8.0	0.0	0.0	0.0	88.8	90.0	32.5	via no baseline	via no baseline	via no prior period exiters	0.0	via no baseline	via no baseline	via no baseline
Housing Up - FRSP - RRH FAM - DHS M(108)	July-September 2020	RRH	HC	313.0	300.0	16.0	285.0	90.7	99.0	327.0	933.5	100.0	22.2	0.0	23.0	41.0	41.0
IBEC Group - Youth Families FRSP - RRH FAM - DHS M(246)	July-September 2020	RRH	HC - Youth	55.0	60.0	0.0	64.0	70.5	100.0	125.0	114.0	100.0	via no prior period exiters	0.0	0.0	0.0	0.0
ICCJ - FRSP - RRH FAM - DHS M(101)	July-September 2020	RRH	HC	20.0	19.0	2.0	20.0	87.0	90.0	413.0	790.0	85.8	via no prior period exiters	0.0	0.0	0.0	0.0
ORHF - DC SDO - DC SDOF - RRH FAM - VA SDOF(110)	July-September 2020	RRH	BMP & HC Vets	11.0	13.0	0.0	0.0	94.3	90.0	288.0	228.0	88.0	88.0	0.0	0.0	0.0	0.0
SOME - Wainberg House FRSP - RRH FAM - DHS M(105)	July-September 2020	RRH	HC	18.0	22.0	0.0	18.0	88.0	90.0	60.5	via no baseline	via no baseline	via no prior period exiters	0.0	via no baseline	via no baseline	via no baseline
VOTR - FRSP - RRH FAM - DHS M(242)	July-September 2020	RRH	HC	40.0	40.0	0.0	40.0	90.3	98.0	142.0	via no baseline	via no baseline	via no prior period exiters	0.0	via no baseline	via no baseline	via no baseline
Wilder Creek - DHS Adult RRH - RRH IND - DHS Divest(187)	July-September 2020	RRH	BMP	113.0	100.0	28.0	66.0	97.7	98.0	320.0	277.0	17.8	90.0	0.0	0.0	4.0	4.0

Project	Report Period	Program Type	Population Served	Households Served	Units	Leavers	Stayers	Data Completeness	Utilization Rate	Median Length of Stay- Stayers	Median Length of Stay- Leavers	Exits to Permanent Destinations	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income-Employment-Leavers	Increase Income-Other Income-Leavers	Increase Income-Any Income-Leavers
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Direct(1906)	October-December 2020	RRH	SMF	104	100	9	95	43.7	98.0	388.0	450.0	44.4	n/a no prior period leavers	0.0	0.0	0.0	0.0
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(1041)	October-December 2020	RRH	HC	157	141	10	147	94.6	95.0	174.0	763.5	100.0	n/a no prior period leavers	31.0	0.0	30.0	30.0
CCDC - LIFT Plus - RRH IND Youth- HUD CoC(2092)	October-December 2020	RRH	SMF - Youth	5	18	0	5	98.1	28.0	332.0	n/a no leavers	n/a no leavers	n/a no prior period leavers	0.0	n/a no leavers	n/a no leavers	n/a no leavers
CCDC - LIFT Supportive Services - RRH IND Youth - HUD CoC(1891)	October-December 2020	RRH	SMF - Youth	21	21	2	19	90.4	87.0	204.0	934.5	50.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
COH - FRSP - Community of Hope - RRH FAM - DHS M(1037)	October-December 2020	RRH	HC	228	211	10	218	96.6	100.0	510.0	911.0	70.0	n/a no prior period leavers	56.0	7.0	64.0	50.0
COH - FRSP Young Families - RRH FAM - DHS M(2243)	October-December 2020	RRH	HC - Youth	67	64	1	66	96.8	98.0	146.5	98.0	100.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
CSC - FRSP - RRH FAM - DHS M(1068)	October-December 2020	RRH	HC	67	60	2	65	81.6	100.0	547.0	445.0	100.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
CSC - Youth Rapid Rehousing - RRH IND Youth - DHS Direct(1855)	October-December 2020	RRH	SMF - Youth	20	15	0	20	87.3	n/a	704.5	n/a no leavers	n/a no leavers	n/a no prior period leavers	0.0	n/a no leavers	n/a no leavers	n/a no leavers
DHS - OWO FRSP - RRH FAM - DHS Direct(1443)	October-December 2020	RRH	HC	471	435	19	452	98.9	99.0	361.0	531.0	100.0	n/a no prior period leavers	0.0	5.0	23.0	23.0
EEFSC - FRSP - RRH FAM - DHS M(1025)	October-December 2020	RRH	HC	51	50	3	48	89.5	96.0	495.0	745.0	100.0	n/a no prior period leavers	0.0	0.0	100.0	100.0
ECS - DHS Adult RRH - RRH IND - DHS M(1808)	October-December 2020	RRH	SMF	106	100	16	90	95.1	100.0	435.0	418.0	60.0	n/a no prior period leavers	36.0	0.0	0.0	0.0
ECS - FRSP - RRH FAM - DHS M(1183)	October-December 2020	RRH	HC	134	125	5	129	96.3	100.0	391.0	822.0	100.0	n/a no prior period leavers	61.0	22.0	44.0	44.0
EEFSC - FRSP - RRH FAM - DHS M(1050)	October-December 2020	RRH	HC	126	112	10	118	99.9	100.0	391.0	556.5	100.0	n/a no prior period leavers	0.0	0.0	18.0	27.0
Everyone Home DC - FRSP - RRH FAM - DHS M(1135)	October-December 2020	RRH	HC	62	55	8	54	81.4	100.0	445.5	854.5	100.0	n/a no prior period leavers	0.0	25.0	50.0	50.0
Friendship Place - DC 500 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(1072)	October-December 2020	RRH	SMF & HC Vets	189	174	29	170	95.2	100.0	284.5	188.0	75.9	n/a no prior period leavers	11.0	10.0	13.0	19.0
FSFSC - FRSP - RRH FAM - DHS M(1046)	October-December 2020	RRH	HC	35	35	2	33	78.4	98.0	477.0	786.5	100.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
Georgia Avenue - FRSP - RRH FAM - DHS M(1048)	October-December 2020	RRH	HC	148	136	0	145	91.6	100.0	510.0	440.0	100.0	n/a no prior period leavers	30.0	0.0	0.0	0.0
HCS - DC 500 - DC SSVF - RRH FAM - VA SSVF(1146)	October-December 2020	RRH	SMF & HC Vets	62	54	23	38	93.6	75.0	189.0	237.0	69.6	n/a no prior period leavers	0.0	0.0	17.0	26.0
HQR - Defining Destiny Transitional - TH FAM - HUD CoC(2115)	October-December 2020	RRH	SF	8	8	0	8	99.6	100.0	414.5	n/a no leavers	n/a no leavers	n/a no prior period leavers	17.0	n/a no leavers	n/a no leavers	n/a no leavers
Housing Up - FRSP - RRH FAM - DHS M(1039)	October-December 2020	RRH	HC	333	300	25	308	93.6	99.0	482.0	783.0	84.0	n/a no prior period leavers	45.0	0.0	31.0	34.0
MBEC Group - Youth Families FRSP - RRH FAM - DHS M(2246)	October-December 2020	RRH	HC - Youth	71	69	1	70	76.1	100.0	217.0	187.0	0.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
NCCI - FRSP - RRH FAM - DHS M(1047)	October-December 2020	RRH	HC	342	315	17	325	97.6	100.0	479.0	609.0	84.1	n/a no prior period leavers	0.0	0.0	4.0	4.0
ORHF - DC 500 - DC SSVF - RRH FAM - VA SSVF(1137)	October-December 2020	RRH	SMF & HC Vets	7	13	4	3	83.9	34.0	71.0	265.0	75.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
SOME - Weinberg House FRSP - RRH FAM - DHS M(1252)	October-December 2020	RRH	HC	18	22	0	18	98.1	84.0	927.5	n/a no leavers	n/a no leavers	n/a no prior period leavers	0.0	n/a no leavers	n/a no leavers	n/a no leavers
VOTR - FRSP - RRH FAM - DHS M(2242)	October-December 2020	RRH	HC	43	40	1	42	87.7	100.0	234.0	182.0	0.0	n/a no prior period leavers	0.0	0.0	0.0	0.0
Wheeler Creek - DHS Adult RRH - RRH IND - DHS Direct(1807)	October-December 2020	RRH	SMF	139	100	46	93	84.9	98.0	112.0	380.5	47.8	0.0	0.0	0.0	0.0	0.0

Project	Report Period	Program Type	Population Served	Households Served	Units	Leavers	Stayers	Data Completeness	Utilization Rate	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income-Employment-Leavers	Increase Income-Other Income-Leavers	Increase Income-Any Income-Leavers
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Direct(1806)	January-March 2021	RRH	SMF	99.0	100.0	12.0	87.0	65.0	25.0	363.6	515.6	25.0	n/a-no prior leavers	N/A	13.0	13.0	13.0
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(1041)	January-March 2021	RRH	HC	172.0	100.0	9.0	163.0	92.0	100.0	201.0	438.4	100.0	n/a-no prior leavers	38.0	0.0	17.0	17.0
CCDC - LIFT Plus - RRH IND Youth - HUD CoC(2092)	January-March 2021	RRH	SMF - Youth	7.0	18.0	0.0	7.0	86.0	33.0	281.4	n/a-no leavers	n/a-no leavers	n/a-no prior leavers	0.0	n/a-no leavers	n/a-no leavers	n/a-no leavers
CCDC - LIFT Supportive Services - RRH IND Youth - HUD CoC(1891)	January-March 2021	RRH	SMF - Youth	19.0	21.0	0.0	19.0	89.0	90.0	623.4	n/a-no leavers	n/a-no leavers	n/a-no prior leavers	0.0	n/a-no leavers	n/a-no leavers	n/a-no leavers
COH - FRSP - Community of Hope - RRH FAM - DHS M(1037)	January-March 2021	RRH	HC	251.0	211.0	18.0	233.0	93.0	100.0	540.0	822.5	100.0	n/a-no prior leavers	53.0	14.0	43.0	48.0
COH - FRSP Young Families - RRH FAM - DHS M(2243)	January-March 2021	RRH	HC - Youth	73.0	64.0	1.0	72.0	89.0	100.0	208.0	208.0	100.0	n/a-no prior leavers	0.0	100.0	0.0	100.0
CSC - FRSP - RRH FAM - DHS M(1049)	January-March 2021	RRH	HC	113.0	90.0	5.0	108.0	90.0	100.0	511.6	789.0	100.0	n/a-no prior leavers	0.0	20.0	40.0	60.0
CSC - Youth Rapid Rehousing - RRH IND Youth - DHS Direct(1855)	January-March 2021	RRH	SMF - Youth	20.0	15.0	1.0	19.0	85.0	100.0	798.3	335.9	100.0	n/a-no prior leavers	100.0	100.0	0.0	100.0
DHS - OWO FRSP - RRH FAM - DHS Direct(1443)	January-March 2021	RRH	HC	472.0	345.0	27.0	445.0	86.0	100.0	445.5	612.9	88.9	n/a-no prior leavers	0.0	0.0	16.0	16.0
EBFSC - FRSP - RRH FAM - DHS M(1025)	January-March 2021	RRH	HC	80.0	50.0	4.0	56.0	85.0	100.0	483.5	447.1	100.0	n/a-no prior leavers	0.0	0.0	0.0	0.0
ECS - DHS Adult RRH - RRH IND - DHS M(1808)	January-March 2021	RRH	SMF	103.0	100.0	6.0	97.0	99.0	99.0	447.0	192.5	33.3	n/a-no prior leavers	39.0	0.0	0.0	0.0
ECS - FRSP - RRH FAM - DHS M(1183)	January-March 2021	RRH	HC	154.0	125.0	12.0	142.0	89.0	100.0	415.0	484.0	100.0	n/a-no prior leavers	59.0	21.0	64.0	57.0
ERFSC - FRSP - RRH FAM - DHS M(1050)	January-March 2021	RRH	HC	138.0	112.0	13.0	125.0	90.0	100.0	466.3	435.8	100.0	n/a-no prior leavers	13.0	0.0	6.0	6.0
Everyone Home DC - FRSP - RRH FAM - DHS M(1135)	January-March 2021	RRH	HC	60.0	55.0	1.0	59.0	71.0	100.0	448.4	559.8	100.0	n/a-no prior leavers	0.0	0.0	0.0	0.0
Friendship Place - DC 500 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(1072)	January-March 2021	RRH	SMF & HC Vets	201.0	171.0	28.0	173.0	93.0	100.0	277.5	373.3	85.7	n/a-no prior leavers	29.0	0.0	13.0	13.0
FSFSC - FRSP - RRH FAM - DHS M(1046)	January-March 2021	RRH	HC	46.0	35.0	2.0	44.0	90.0	100.0	236.4	917.5	100.0	n/a-no prior leavers	0.0	0.0	0.0	0.0
Georgia Avenue - FRSP - RRH FAM - DHS M(1048)	January-March 2021	RRH	HC	166.0	136.0	10.0	156.0	87.0	100.0	480.4	727.3	20.0	n/a-no prior leavers	24.0	45.0	9.0	55.0
HCS - DC 500 - DC SSVF - RRH FAM - VA SSVF(1146)	January-March 2021	RRH	SMF & HC Vets	51.0	54.0	21.0	30.0	71.0	66.0	117.0	256.0	81.0	n/a-no prior leavers	0.0	14.0	5.0	19.0
HOR - Defining Destiny Transitional - TH FAM - HUD CoC(2115)	January-March 2021	RRH	SF	8.0	8.0	3.0	5.0	88.0	87.0	545.6	415.0	66.7	n/a-no prior leavers	25.0	0.0	0.0	0.0
Housing Up - FRSP - RRH FAM - DHS M(1039)	January-March 2021	RRH	HC	386.0	300.0	7.0	379.0	90.0	100.0	508.5	757.5	85.7	n/a-no prior leavers	48.0	0.0	20.0	20.0
KBEC Group - Youth Families FRSP - RRH FAM - DHS M(2246)	January-March 2021	RRH	HC - Youth	76.0	60.0	0.0	76.0	66.0	100.0	306.1	n/a-no leavers	n/a-no leavers	n/a-no prior leavers	0.0	n/a-no leavers	n/a-no leavers	n/a-no leavers
NCCI - FRSP - RRH FAM - DHS M(1047)	January-March 2021	RRH	HC	373.0	315.0	21.0	352.0	80.0	100.0	538.0	1096.0	95.2	n/a-no prior leavers	0.0	3.0	10.0	14.0
ORHF - DC 500 - DC SSVF - RRH FAM - VA SSVF(1137)	January-March 2021	RRH	SMF & HC Vets	3.0	13.0	1.0	2.0	100.0	18.0	119.5	303.3	100.0	n/a-no prior leavers	0.0	0.0	0.0	0.0
SOME - Weinberg House FRSP - RRH FAM - DHS M(1252)	January-March 2021	RRH	HC	19.0	22.0	0.0	19.0	87.0	95.0	901.5	n/a-no leavers	n/a-no leavers	n/a-no prior leavers	100.0	n/a-no leavers	n/a-no leavers	n/a-no leavers
VOTR - FRSP - RRH FAM - DHS M(2242)	January-March 2021	RRH	HC	46.0	40.0	2.0	44.0	84.0	100.0	323.4	149.9	100.0	n/a-no prior leavers	0.0	0.0	0.0	0.0
Wheeler Creek - DHS Adult RRH - RRH IND - DHS Direct(1807)	January-March 2021	RRH	SMF	112.0	100.0	13.0	99.0	70.0	99.0	167.4	359.0	38.5	n/a-no prior leavers	0.0	0.0	15.0	8.0

Project	Report Period	Program Type	Population Served	Households Served	Units	Leavers	Stayers	Data Completeness	Utilization Rate	Median Length of Stay-Stayers	Median Length of Stay-Leavers	Exits to Permanent Destinations	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income-Employment-Leavers	Increase Income-Other Income-Leavers	Increase Income-Any Income-Leavers
Bradley & Associates - DHS Adult RRH - RRH IND - DHS Direct(1806)	April-June 2021	RRH	SMF	108.0	100.0	8.0	100.0	0.0	0.0	399.0	281.0	12.5	42.8	0.0	0.0	0.0	0.0
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M(1041)	April-June 2021	RRH	HC	559.0	165.0	53.0	506.0	84.0	97.0	272.0	557.0	94.0	trans prior period exitters	41.0	0.0	42.0	42.0
CCDC - LIFT Plus - RRH IND Youth - HUD CoC(2032)	April-June 2021	RRH	SMF - Youth	7.0	18.0	1.0	6.0	0.0	37.1	334.0	373.0	100.0	trans prior period exitters	0.0	0.0	0.0	0.0
CCDC - LIFT Supportive Services - RRH IND Youth - HUD CoC(1891)	April-June 2021	RRH	SMF - Youth	20.0	21.0	2.0	18.0	0.0	90.0	713.0	181.0	50.0	trans prior period exitters	0.0	0.0	0.0	0.0
COH - FRSP - Community of Hope - RRH FAM - DHS M(1037)	April-June 2021	RRH	HC	831.0	247.0	19.0	812.0	14.0	99.0	583.0	118.0	84.0	trans prior period exitters	56.0	0.0	29.0	29.0
COH - FRSP Young Families - RRH FAM - DHS M(2243)	April-June 2021	RRH	HC - Youth	199.0	73.0	12.0	187.0	0.0	100.0	299.0	299.0	66.6	trans prior period exitters	60.0	0.0	17.0	17.0
CSC - FRSP - RRH FAM - DHS M(1049)	April-June 2021	RRH	HC	363.0	105.0	4.0	359.0	0.0	100.0	603.0	1013.0	100.0	trans prior period exitters	0.0	0.0	0.0	0.0
CSC - Youth Rapid Rehousing - RRH IND Youth - DHS Direct(1855)	April-June 2021	RRH	SMF - Youth	20.0	20.0	1.0	19.0	0.0	100.0	881.0	1105.0	100.0	trans prior period exitters	100.0	0.0	100.0	100.0
DHS - OWO FRSP - RRH FAM - DHS Direct(1443)	April-June 2021	RRH	HC	1439.0	460.0	32.0	1347.0	0.0	100.0	355.0	708.0	98.0	6.0	0.0	0.0	18.0	18.0
EBFSC - FRSP - RRH FAM - DHS M(1025)	April-June 2021	RRH	HC	207.0	59.0	5.0	202.0	0.0	93.0	575.0	933.0	80.0	trans prior period exitters	0.0	0.0	25.0	25.0
ECS - DHS Adult RRH - RRH IND - DHS M(1808)	April-June 2021	RRH	SMF	104.0	100.0	5.0	99.0	66.0	100.0	526.0	443.0	75.0	trans prior period exitters	35.0	0.0	20.0	20.0
ECS - FRSP - RRH FAM - DHS M(1183)	April-June 2021	RRH	HC	467.0	146.0	38.0	429.0	0.0	96.0	491.0	663.0	89.0	trans prior period exitters	50.0	13.0	31.0	36.0
ERFSC - FRSP - RRH FAM - DHS M(1050)	April-June 2021	RRH	HC	437.0	133.0	36.0	401.0	57.0	97.0	558.0	588.0	100.0	trans prior period exitters	13.0	0.0	36.0	36.0
Everyone Home DC - FRSP - RRH FAM - DHS M(1139)	April-June 2021	RRH	HC	202.0	61.0	13.0	189.0	0.0	100.0	515.0	623.0	92.0	trans prior period exitters	0.0	0.0	40.0	40.0
Friendship Place - DC 500 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(1072)	April-June 2021	RRH	SMF & HC Vets	232.0	174.0	29.0	185.0	55.0	99.0	330.0	470.0	86.0	24.3	30.0	7.0	37.0	41.0
FSFSC - FRSP - RRH FAM - DHS M(1046)	April-June 2021	RRH	HC	147.0	44.0	4.0	143.0	0.0	98.0	355.0	65.0	100.0	trans prior period exitters	0.0	0.0	0.0	0.0
Georgia Avenue - FRSP - RRH FAM - DHS M(1048)	April-June 2021	RRH	HC	506.0	160.0	16.0	490.0	0.0	58.0	558.0	124.0	33.0	trans prior period exitters	22.0	0.0	0.0	0.0
HCS - DC 500 - DC SSVF - RRH FAM - VA SSVF(1146)	April-June 2021	RRH	SMF & HC Vets	41.0	54.0	13.0	28.0	0.0	58.8	159.0	121.0	62.0	trans prior period exitters	0.0	8.0	23.0	23.0
HOR - Defining Destiny Transitional - TH FAM - HUD CoC(2115)	April-June 2021	RRH	SF	19.0	8.0	0.0	19.0	95.0	63.0	637.0	n/a-no leavers	n/a-no leavers	trans prior period exitters	25.0	n/a-no leavers	n/a-no leavers	n/a-no leavers
Housing Up - FRSP - RRH FAM - DHS M(1039)	April-June 2021	RRH	HC	1167.0	380.0	24.0	1143.0	98.0	99.0	559.0	521.0	100.0	22.2	44.0	10.0	40.0	40.0
KBEC Group - Youth Families FRSP - RRH FAM - DHS M(2246)	April-June 2021	RRH	HC - Youth	174.0	89.0	1.0	173.0	0.0	0.0	395.0	0.0	0.0	trans prior period exitters	0.0	0.0	0.0	0.0
NCCI - FRSP - RRH FAM - DHS M(1047)	April-June 2021	RRH	HC	1165.0	369.0	38.0	1127.0	0.0	99.0	600.0	568.0	58.0	23.3	0.0	0.0	0.0	0.0
ORHF - DC 500 - DC SSVF - RRH FAM - VA SSVF(1137)	April-June 2021	RRH	SMF & HC Vets	4.0	13.0	0.0	4.0	50.0	23.0	60.0	n/a-no leavers	n/a-no leavers	trans prior period exitters	0.0	n/a-no leavers	n/a-no leavers	n/a-no leavers
SOME - Weinberg House FRSP - RRH FAM - DHS M(1252)	April-June 2021	RRH	HC	63.0	21.0	1.0	62.0	0.0	90.0	993.0	527.0	0.0	trans prior period exitters	100.0	0.0	100.0	100.0
VOTR - FRSP - RRH FAM - DHS M(2242)	April-June 2021	RRH	HC	139.0	46.0	2.0	137.0	33.0	100.0	415.0	414.0	100.0	trans prior period exitters	38.0	100.0	100.0	100.0
Wheeler Creek - DHS Adult RRH - RRH IND - DHS Direct(1807)	April-June 2021	RRH	SMF	107.0	100.0	8.0	99.0	0.0	98.0	237.0	176.0	25.0	trans prior period exitters	0.0	0.0	13.0	13.0

Project	Report Period	Program Type	Population Served	Persons Served	Units	Leavers	Stayers	Data Completeness (6A)	Data Completeness (6B)	Utilization Rate	Median Length of Stay- Stayers	Median Length of Stay- Leavers	Exits to Permanent Destinations	Exits to Positive Destinations	Housing Stability	Returns to Homelessness	Increase Income-Any Income-Stayers	Increase Income- Employment Leavers	Increase Income-Other Income Leavers	Increase Income-Any Income-Leavers
Bridley & Associates - DHS Adult RRH - RRH IND - DHS Direct (806)	July-September 2021	RRH	BMF	115.0	100	9.0	106.0	86.0	85.0	100.0	436.5	722.0	89.0	n/a	n/a	37.2	0.0	17.0	0.0	17.0
Catholic Charities - FRSP Catholic Charities - RRH FAM - DHS M (1041)	July-September 2021	RRH	HC	338.0	185	47.0	450.0	95.0	95.0	96.0	364.0	323.0	91.0	n/a	n/a	n/a-no prior period exitors	37.0	0.0	16.0	11.0
CCDC - LIFT Plus - RRH IND Youth - HUD CoC(2062)	July-September 2021	RRH	BMF - Youth	6.0	18	1.0	7.0	100.0	100.0	41.0	286.0	696.0	100.0	n/a	n/a	n/a-no prior period exitors	33.0	0.0	0.0	0.0
CCDC - LIFT Supportive Services - RRH IND Youth - HUD CoC(1891)	July-September 2021	RRH	BMF - Youth	19.0	21	1.0	18.0	100.0	100.0	91.0	635.0	146.0	100.0	0.0	n/a	n/a-no prior period exitors	34.0	100.0	190.0	100.0
COH - FRSP - Community of Hope - RRH FAM - DHS M (1037)	July-September 2021	RRH	HC	815.0	247	69.0	722.0	94.0	97.0	95.0	692.0	742.0	86.0	n/a	n/a	7.0	95.0	16.0	42.0	92.0
COH - FRSP Young Families - RRH FAM - DHS M(2243)	July-September 2021	RRH	HC - Youth	190.0	73	4.0	186.0	94.0	97.0	96.0	391.0	479.0	75.0	40.0	n/a	n/a-no prior period exitors	46.0	100.0	0.0	100.0
CSC - FRSP - RRH FAM - DHS M (1048)	July-September 2021	RRH	HC	364.0	105	4.0	360.0	95.0	92.0	100.0	696.0	638.0	25.0	n/a	n/a	n/a-no prior period exitors	0.0	0.0	0.0	0.0
CSC - Youth Rapid Rehousing - RRH IND Youth - DHS Direct(1895)	July-September 2021	RRH	BMF - Youth	20.0	20	1.0	19.0	100.0	95.0	98.0	699.0	1085.0	0.0	33.3	n/a	n/a-no prior period exitors	100.0	0.0	0.0	90.0
DHS - OWO FRSP - RRH FAM - DHS Direct(1443)	July-September 2021	RRH	HC	1428.0	460	106.0	1320.0	91.0	95.0	99.0	374.0	931.0	100.0	n/a	n/a	n/a-no prior period exitors	0.0	2.0	9.0	11.0
EBFSC - FRSP - RRH FAM - DHS M (1025)	July-September 2021	RRH	HC	330.0	59	2.0	321.0	96.0	95.0	96.0	697.0	736.5	100.0	n/a	n/a	42.0	0.0	50.0	0.0	0.0
ECS - DHS Adult RRH - RRH IND - DHS M (1808)	July-September 2021	RRH	BMF	109.0	100	20.0	89.0	99.0	98.0	96.0	690.0	838.5	70.0	n/a	n/a	8.0	33.0	16.0	21.0	32.0
ECS - FRSP - RRH FAM - DHS M (1183)	July-September 2021	RRH	HC	429.0	146	80.0	349.0	98.0	99.0	98.0	479.0	662.0	96.0	n/a	n/a	36.3	36.0	7.0	40.0	40.0
EBFSC - FRSP - RRH FAM - DHS M (1065)	July-September 2021	RRH	HC	419.0	133	71.0	348.0	97.0	96.0	93.0	479.0	616.0	99.0	n/a	n/a	n/a-no prior period exitors	16.0	0.0	18.0	23.0
Everyone Home DC - FRSP - RRH FAM - DHS M (1135)	July-September 2021	RRH	HC	195.0	81	12.0	183.0	98.0	90.0	99.0	697.0	660.0	100.0	n/a	n/a	n/a-no prior period exitors	0.0	40.0	0.0	40.0
Friendship Place - DC 800 - DC SSVF Rapid Rehousing - RRH FAM - VA SSVF(1072)	July-September 2021	RRH	BMF & HC Vets	221.0	174	40.0	181.0	99.0	91.0	96.0	391.0	365.5	98.0	0.0	n/a	n/a-no prior period exitors	37.0	11.0	23.0	31.0
FRSP - FRSP - RRH FAM - DHS M (1046)	July-September 2021	RRH	HC	150.0	44	39.0	111.0	94.0	93.0	95.0	430.0	1109.0	87.0	n/a	n/a	n/a-no prior period exitors	0.0	7.0	14.0	14.0
Georgia Avenue - FRSP - RRH FAM - DHS M (1048)	July-September 2021	RRH	HC	919.0	180	33.0	886.0	94.0	90.0	97.0	632.0	746.0	45.0	n/a	n/a	n/a-no prior period exitors	20.0	0.0	7.0	7.0
HCR - DC 800 - DC SSVF - RRH FAM - VA SSVF(1148)	July-September 2021	RRH	BMF & HC Vets	48.0	54	9.0	39.0	96.0	93.0	98.0	77.0	232.0	87.0	0.0	n/a	n/a-no prior period exitors	0.0	33.0	11.0	44.0
HCR - Defining Destiny Transitional - TH FAM - HUD CoC(2115)	July-September 2021	RRH	BF	19.0	8	0.0	19.0	100.0	95.0	93.0	729.0	n/a- no leavers	n/a- no leavers	n/a	n/a	n/a-no prior period exitors	33.0	n/a- no leavers	n/a- no leavers	n/a- no leavers
Housing Up - FRSP - RRH FAM - DHS M (1039)	July-September 2021	RRH	HC	1147.0	380	43.0	1104.0	96.0	95.0	97.0	691.0	633.0	96.0	n/a	n/a	n/a-no prior period exitors	40.0	0.0	26.0	26.0
KBEC Group - Youth Families FRSP - RRH FAM - DHS M(2246)	July-September 2021	RRH	HC - Youth	167.0	60	2.0	165.0	97.0	87.0	100.0	490.0	480.0	100.0	0.0	n/a	n/a-no prior period exitors	0.0	0.0	0.0	0.0
NCCI - FRSP - RRH FAM - DHS M (1047)	July-September 2021	RRH	HC	1134	369	89.0	1045.0	92.0	97.0	99.0	697.0	733.0	100.0	n/a	n/a	n/a-no prior period exitors	0.0	0.0	16.0	21.0
ORHF - DC 800 - DC SSVF - RRH FAM - VA SSVF(1137)	July-September 2021	RRH	BMF & HC Vets	5.0	13	1.0	5.0	100.0	90.0	22.0	142.0	217.0	100.0	0.0	n/a	n/a-no prior period exitors	0.0	0.0	0.0	0.0
SOME - Weinberg House FRSP - RRH FAM - DHS M (1252)	July-September 2021	RRH	HC	61.0	21	5.0	56.0	97.0	100.0	92.0	1316.0	270.0	100.0	n/a	n/a	n/a-no prior period exitors	47.0	0.0	0.0	0.0
VOYTR - FRSP - RRH FAM - DHS M(2242)	July-September 2021	RRH	HC	137.0	46	0.0	137.0	98.0	94.0	100.0	697.0	n/a- no leavers	n/a- no leavers	n/a	n/a	n/a-no prior period exitors	32.0	n/a- no leavers	n/a- no leavers	n/a- no leavers
Wheaton Creek - DHS Adult RRH - RRH IND - DHS Direct (807)	July-September 2021	RRH	BMF	122.0	100	28.0	96.0	97.0	92.0	92.0	371.0	227.0	8.0	n/a	n/a	36.0	0.0	0.0	0.0	0.0

Attachment #78



HCVP HQS Annual Inspection Checklist for Landlords

Each unit in the Housing Choice Voucher Program (HCVP) must pass a Housing Quality Standards (HQS) inspection each year. The checklist below is a tool for owners/landlords to prepare their unit for an HQS inspection. This checklist highlights some of the COMMON violations found during unit inspections. The items on this checklist must be working or completed **prior** to the HQS inspection. Please check all conditions that apply:

General

- ☐ The unit must be empty/vacant from previous tenant, and free and clear of all furnishings and debris.
- ☐ There must be working smoke detectors properly mounted on each level of the unit including the basement and walk up attics.
- ☐ All construction/rehabilitation (painting, carpet replacement, etc.) must be completed.
- ☐ The entire unit shall be in a clean and sanitary condition.
- ☐ The entire unit must be freshly painted.
- ☐ Utilities (water, gas, electric) must be turned on for the completion of the inspection.
- ☐ No chipping or peeling paint, cracks, holes or loose plaster inside or outside the unit.
- ☐ Interior and exterior wood surfaces shall be properly painted and kept intact at all times.
- ☐ There must be a permanently installed working heating system.
- ☐ The hot water heater tank must have a temperature pressure relief valve with downward discharge pipe made of galvanized steel or copper tubing that is between six inches to eight inches from the floor or directed outside the unit (no PVC). CPVC is acceptable.
- ☐ There must not be any plumbing leaks.
- ☐ All plumbing fixtures must have P-traps to prevent sewer gas from leaking into the unit.
- ☐ The floor covering cannot be torn or have holes that can cause someone to trip. Carpets if installed shall be clean and free of stains.
- ☐ All electrical outlets/switches must have cover plates and be in good working condition.
- ☐ All ground fault circuit interrupters (GFCIs) must work properly.
- ☐ All ground floor windows and exterior doors shall open and close as designed and must have working locks. Doubled keyed dead bolts are not permitted.
- ☐ All security bars and windows must have a quick release mechanism.
- ☐ All sliding glass doors must have a lock or security bar on the door that works.
- ☐ Each living space must have two means of fire egress (i.e. door & window)
- ☐ Windows and doors shall be weather tight with glass free of cracks to prevent wind, air or rain penetration.
- ☐ No room which contains a furnace, open flame heating unit without proper ventilation or gas meter is designated as a bedroom.
- ☐ Bedrooms shall have at least seventy (70) square feet of floor space and a separate entrance without going through another bedroom.

Kitchen/Bath

- ☐ Stove must be clean and in working order and secured.
- ☐ Refrigerator must be clean and be in working order with a good door seal.
- ☐ Hot and cold running water in the kitchen and bathroom(s).
- ☐ There must be a shower or bathtub that works.
- ☐ There must be a flush toilet that works, is securely mounted and does not leak.
- ☐ The bathroom must have either an outside window or an exhaust fan vented to the outside.
- ☐ There must not be any plugged drains (check for slow drains).

Exterior

- ☐ House or apartment shall be properly numbered or lettered with the proper illumination (lighting)
- ☐ There must be stepping stones or walkway to the unit
- ☐ The roof must not leak. Indications of a leak are discolorations or stains on the ceiling.
- ☐ All common hallways, walkways, and parking areas shall be free of cracks and tripping hazards and properly illuminated.
- ☐ Weeds and grass shall be less than four (4) inches in height
- ☐ All units shall have adequate garbage containers with covers
- ☐ If there are stairs and railings, they must be secure.
- ☐ Four or more exterior stairs must have handrails 34 inches to 38 inches from the ground.
- ☐ Walk offs or porches 30 inches above grade must have guard rails 36 inches from the ground.

This checklist covers the majority of violations that cause a unit to fail. For additional information on what will bring your unit to code, please refer to the DCMR Title 14, HUD Housing Quality Standards guidelines (HQS), and BOCA National Property Maintenance Code.

If you have any questions or concerns, please call (202) 535-1000 and ask for the Inspections Division.

Attachment #88

**DC**DEPARTMENT *of*
HUMAN SERVICES

Coronavirus (COVID-19) Case Management Guidance

Updated: July 1, 2020

Ensuring the safety of clients, staff and providers during the coronavirus (COVID-19) pandemic is a top priority for the DC Department of Human Services (DHS). The purpose of this document is to provide updated case management guidance to DHS staff and providers. This guidance is generally applicable to case management services in both site-based and scattered site programs, including shelters, Permanent Supportive Housing, Supportive Housing (including Transitional and Extended Transitional Housing), Rapid Rehousing, and Targeted Affordable Housing. For additional guidance specific to your program, including billing guidance for providers, contact your contact or grant administrator.

Universal Safeguards

As the District continues the re-opening process, success will depend on the commitment of staff and residents to adopt new behaviors and rigorous safeguards to reduce risk. These universal safeguards include:

- Use of masks during any case management face to face interaction;
- Regular screening;
- Physical distancing of at least six feet during any interaction;
- Stringent personal sanitation and hygiene practices (e.g. frequent hand washing); and,
- Regular cleaning and disinfection of surfaces and objects.

How Are Case Management Services Changing?

For the continued safety of clients, staff, and the community at large, most case management services shall continue to be provided remotely. Case managers should conduct visits using video applications such as Skype, Facetime, or other video chat options wherever possible. Phone, email and text messaging may also be used as appropriate to check in with clients.

For shelters and other site-based programs with onsite case management requirements, providers should plan to have at least one case manager on site each day during normal business hours while providers work on a plan for case management staff to safely transition back to the building.

Case managers should continue to have regular contacts with clients as required by your program and continue working on identified plans. All client contacts must be documented as required by your program in HMIS, HTH, or the applicable system of record.

DHS clients may also be uniquely vulnerable during this emergency due to underlying health conditions, age, or housing instability. We encourage conducting wellness checks remotely to assess whether clients may need medical evaluation for COVID-19. The attached screening questionnaire can be used to assess whether clients may be experiencing symptoms of COVID-19 and should be referred for additional medical evaluation.

In addition to physical health, case managers shall also check-in with clients on their emotional wellbeing and anxiety during this tough time. The [CDC Guidance on Managing Anxiety and Stress](#) shall be utilized as a resource to support clients and maybe a helpful resource for staff.

Use DocuSign or other e-signing platforms where possible for documents requiring client signatures or send by email with read receipt and follow up with a phone call to explain the document.

In-person and In-home visits

In-person and in-home visits should occur where there are concerns that cannot be addressed remotely. Situations that would warrant an in-person or in-home visit include:

- **Lack of Response:** case managers have been trying to reach a client via call, email or other means and there is no response after multiple contact attempts over a two-week period;
- **Domestic Violence(DV) Incident:** a DV situation was reported but the household member is not responding to outreach efforts after the report;
- **Child Wellbeing:** an emergency situation was reported involving children in the household;
- **Maintenance Challenges:** case managers could not remotely resolve critical maintenance issues, including no heat/AT, gas leak, flooding, electrical issues, and lack utilities. Or, there is a discrepancy between reports from clients and landlords about maintenance challenges;
- **Housing/Lease-Up:** case managers may need to coordinate certain aspects of the housing and lease-up process in person where virtual processes are not applicable or possible.
- **High Need/High Vulnerability clients:** certain clients may require in-person contact due to level of need/vulnerability.
- **Other Challenges:** providers should assess and determine other factors that may warrant home visits depending on specific circumstances of the case.

Before Conducting an In-Person or Home Visit

If an in-person or home visit is warranted, the following additional measures must take place prior to the visit:

Case managers should contact clients 24 hours before the visit is scheduled to take place to complete the following brief screening interview:

- Ask the client, “Are you comfortable with the case manager meeting with you or coming into your home for the scheduled site visit?”
- If the client answers yes, use the attached Screening Questionnaire to conduct a brief health screening for COVID symptoms.

If the client or any member of the household has any symptoms, the case manager should cancel the visit and work with the client or household to explore ways to address the concerns remotely. Case managers should also encourage the client to contact their healthcare provider. Similarly, if the case manager is experiencing any of these symptoms, the case manager shall not conduct the in-person visit and should follow-up with their supervisor to determine how to address the needs of the client.

If case managers are unable to conduct the screening prior to the visit, the screening shall be conducted in person and at a safe distance prior to proceeding with the visit.

Case managers who are highly vulnerable and at increased risk for severe complications from COVID-19 shall be allowed to continue to work remotely (see [CDC vulnerability criteria](#)). Supervisors shall develop a coverage plan for delivery of in-person services by other staff as needed.

During the Visit

Case managers should keep in-person meetings visits as short as possible while addressing the priority concern that prompted the visit, and shall bring masks or face coverings for clients to the visit. Any actions that can be completed virtually prior to the visit should be. The following precautions should take place during the visit:

- Meet outside wherever possible
- Both client and case manager wear face covering the entire visit
- Remain 6 feet apart during the interaction
- Limit the exchange of items (i.e. pens, paperwork etc.)
- Take notes of items that you may need to complete post visit to avoid extending the visit

After An In-Person or Home Visit

Ensure that the following precautions are taken after a visit:

- Wash and sanitize hands
- Wash and wipe face

Housing and Lease-Up Process

Case managers should continue to support clients through the housing and lease-up process. The CAHP process restarted matches for individuals in May and for families and youth in shared living spaces in June. Matches are currently being made to site-based and scattered site programs, including Permanent Supportive Housing and Targeted Affordable Housing, and are available to be made to Rapid Rehousing for individuals.

DHS has worked with the Interagency Council on Homelessness (ICH) and the DC Housing Authority to develop virtual housing and lease-up processes in order to facilitate clients' movement into permanent supportive housing during the public health emergency. (see attached protocol). Full guidance on the CAHP process is in development and will be issued separately.

Planning For Restarting In-Person Case Management

During this phase, we are asking providers to develop plans to safely begin resuming additional in-person visits as we continue the re-opening process. Plans should balance staff and client safety and wellbeing through a mix of remote and in-person visits.

If you have additional questions or need further guidance about requirements related to your specific program, please contact:

- DHS providers – Contact your DHS program manager or contract/grant administrator
- DHS staff – Contact your immediate supervisor

Attachment:

- Screening Questionnaire

Screening Questionnaire

Date of Health Screening: _____ Name of staff doing screening: _____

Program Name: _____

CLIENT INFORMATION

First Name: _____ Last Name: _____

HEALTH SCREENING QUESTIONS

At any time during the past 24 hours have you or any member of your household	Check One	
	Yes	No
Had a fever?		
Had a new or worsening cough?		
Had difficulty breathing?		
Had chills?		
Had a sore throat?		
Experienced body aches or muscle aches?		
Experienced a change in your ability to smell things?		
Experienced a change in your ability to taste things?		

*If the client answers “No” to **all** of the Health Screening Questions above, and the case manager themselves does not have any of the symptoms listed above, the case manager can meet with the client.*

If the client answers “Yes” to any of the questions, and/or the case manager has any of the symptoms listed above, the case manager should not meet face-to-face with the client as a precaution. The case manager should encourage the client to contact their primary health care provider to see if additional medical care is needed and follow-up with the client remotely.

Attachment #89



FRSP Coronavirus (COVID-19) Adjusted Case Management Guidance **Updated: November 20, 2020**

Ensuring the safety of clients, staff and providers during the coronavirus (COVID-19) pandemic is a top priority for the DC Department of Human Services (DHS). The purpose of this document is to provide updated case management guidance to FRSP program service providers during the public health emergency.

Our underlying beliefs in initiating these changes are as follows:

- All families should have access to supportive services in FRSP
- Not all families, particularly families who have been in the program for several months benefit from the same frequency of contact,
- Case managers can engage with more clients in a week when they are not using time in travel to meet clients in their homes
- Case management providers may consider teaming or other approaches to adapt to the range of needs among families in their case load
- The contacts described within are a minimum, providers will act with the safety and well-being of families in mind, make more frequent contact when needed, and collaborate with service providers such as DBH when more intensive services are needed.
- DHS and TCP are open to feedback regarding changes, and welcome feedback about what is working or needs to be revisited

Background and Overview:

DHS has modified program operations since onset of the COVID-19 public health emergency. Since March 2020, DHS adjusted guidelines for program delivery in two ways: March 2020, FRSP has adjusted its program delivery in two ways:

1. The program adopted virtual case management with a goal of ensuring family stability and safety. DHS provided additional guidance on July 1, 2020 to initiate home visits when safety concerns arise.
2. The program suspended terminations for rule violations and exits due to assistance cap. However, during this time families continue to enter the program from shelter, HPP, TH and DV programs. This delayed case management services for a number of families at lease up.

In efforts to ensure **all** families housed in FRSP are being adequately supported by FRSP case management services through the COVID-19 pandemic, the Department is modifying the FRSP case management requirements during the COVID-19 public health emergency. The changes will remain in effect until it is determined additional changes are needed, the requirements can return to what is defined in current contracts, or the Department is able to implement the changes suggested by the FRSP task force. By removing or decreasing the frequency of certain activities, it is expected

that case managers will each serve three (3) additional families, to ensure all families housed in FRSP are actively receiving case management support.

DHS remains committed to implement the recommendations of the FRSP task force. DHS will engage stakeholders in the design of an integrated service model that combines services currently offered separately in FRSP and TANF-the new service model will be family-driven and incorporate practices that support achievement of a household's goals related to housing, education, employment, using a whole-family/2Gen framework. The changes are anticipated to reduce caseloads, increase program outcomes and allow higher number of families exit FRSP successfully.

Adjusted Case Management Outcome Expectations

During the public health emergency, case managers are expected to provide each family with case management services in order to achieve these expected outcomes

1. **Housing Stability:** help families resolve housing condition and/or safety concerns to stay safely housed
2. **Connection to TEP Providers and/or other employment services:** facilitate and monitor connection with TANF employment and education services providers as well as other similar services to help families increase income
3. **Access Supplemental Services:** Connect families to applicable service and resources that support families maintain/manage physical and mental health, wellness and recovery as well as other supports as needed.

Adjusted Case Management Service Requirements

Current <u>Monthly</u> Activities(in-person)	Proposed <u>Monthly Activities</u>
<ul style="list-style-type: none"> – In person home visit (monthly)*Biweekly for the first quarter – Review Case Plan – Complete/Review Household Budget – Verify TANF Engagement – Connection to resources, verification of client rent & utilities – Ensure school aged children are enrolled in school – Completion of HPAR (in-person) – Weekly COVID Screening – Verify Client Rental and Utility Payment – Open/close client goals in HMIS 	<ul style="list-style-type: none"> – One minimum virtual contact for existing families – Monthly COVID-19 Screening – Review and modify case plan based on identified goals (Monitor rent and utility payments, review, TANF engagement, and monitor connection to additional resources and services as needed) – Completion of Home Visit Report
<u>Periodic Activities</u> <ul style="list-style-type: none"> – SPDAT (every 90 days) – Quarterly Case Reviews/Recerts 	<u>Periodic Activities</u> <ul style="list-style-type: none"> – <u>Every 4 months</u> (virtually) – Formal Review of Case Plan (Quarterly Review)
<u>Quarterly Activities</u>	

<ul style="list-style-type: none"> Quarterly Reviews 	<ul style="list-style-type: none"> Monitor school aged children enrollment and attendance Completion of HPAR for HV conducted related to Maintenance Challenges <p>**Note-Changes to services checklist, budget/income guidance forthcoming</p> <ul style="list-style-type: none"> SPDAT (w/in <u>30 days</u> of assignment then every <u>180 days</u> or when a life changing event occurs)
<p>For New Clients:</p> <ul style="list-style-type: none"> Review of Program Rules, Extension Criteria, Client Handbook Create Case Plan in HMIS (TEP Engagement, Employment/Training, Rental/Utility Payments, Connections to Resources) Four monthly contacts No more than 10 new cases in the first quarter 	<p>For New Clients (as part of the updated requirements)</p> <ul style="list-style-type: none"> Review of Program Rules, Extension Criteria, Client Handbook Create Case Plan in HMIS (Housing stabilization, connection to TEP/Employment services and Engagement, Employment/Training, Rental/Utility Payments, Connections to Resources) Two monthly contacts until safely, housing stabilization, and communication plan established Maximum cases in the first quarter is waived
<p>As Needed:</p> <ul style="list-style-type: none"> Income Changes/household budgets (when income change occurs) Complaint Inspection Requests Relocation Requests Notices of Cessation and Termination Extension Requests 	<p>As Needed:</p> <ul style="list-style-type: none"> Income Changes/household budgets (when income change occurs) Complaint Inspection Requests Relocation Requests Notices of Cessation and Termination Extension Requests

Case Management Service Delivery Changes Summary:

- Providers will be assigned 3 but no more than 5 additional cases per case manager. When new cases are assigned:
 - Review program rules, extension criteria, client handbook and create case plan in HMIS.
 - Review CATCH system and support family based on information within the Detailed Individual Responsibility Plan
 - Conduct twice-monthly contact for the first month until housing stabilization, safety plan and communication plan are established between the client and case manager.
- SPDAT completed previously within 30 days of program entry/assignment, at 180 days, at 360 days and when/if there is a life changing event
- In-person and/or home visits based on guidance below
- Completion/Review Household Budget (only when income changes occur or as needed)
- Formal Case Plan Reviews conducted every 4 months instead of quarterly (every 3 months).

Program Exits

The intent of FRSP remains as it has, which is: assist families in identifying and achieving goals that will lead to increases in income and housing stability within a 12-18 month timeframe.. However, it is recognized that the original expected outcomes of the program—Successful Exits—have been, and continue to be impacted by COVID-19 and DHS will continue to evaluate exits from the program based on the totality of each family’s circumstances. Case reviews will be conducted with each provider to understand the family’s unique circumstances and any ways the pandemic has barred the family from achieving their goals, prior to determining if additional time is warranted or if the family will be exited from the program.

In-person and In-home visits

In-person and in-home visits should occur where there are concerns that cannot be addressed remotely. Situations that would warrant an in-person or in-home visit include:

- **Lack of Response:** case managers have been trying to reach a client via call, email or other means and there is no response after multiple contact attempts over a two-week period;
- **Domestic Violence (DV) Incident:** a DV situation was reported but the household member is not responding to outreach efforts after the report;
- **Child Wellbeing:** an emergency situation was reported involving children in the household;
- **Maintenance Challenges:** case managers could not remotely resolve critical maintenance issues, including no heat/AT, gas leak, flooding, electrical issues, and lack utilities. Or, there is a discrepancy between reports from clients and landlords about maintenance challenges;
- **Housing/Lease-Up:** case managers may need to coordinate certain aspects of the housing and lease-up process in person where virtual processes are not applicable or possible.
- **High Need/High Vulnerability clients:** certain clients may require in-person contact due to level of need/vulnerability.
- **Other Challenges:** providers should assess and determine other factors that may warrant home visits depending on specific circumstances of the case.

Before Conducting an In-Person or Home Visit

If an in-person or home visit is warranted, the following additional measures must take place prior to the visit:

Case managers should contact clients 24 hours before the visit is scheduled to take place to complete the following brief screening interview:

- Ask the client, “Are you comfortable with the case manager meeting with you or coming into your home for the scheduled site visit?”
- If the client answers yes, use the attached Screening Questionnaire to conduct a brief health screening for COVID symptoms.

- If the client answers, no a virtual meeting needs to be scheduled and if the problem persists consecutively (for 2 months) a in person or unscheduled visit must be completed

If the client or any member of the household has any symptoms, the case manager should cancel the visit and work with the client or household to explore ways to address the concerns remotely. Case managers should also encourage the client to contact their healthcare provider. Similarly, if the case manager is experiencing any of these symptoms, the case manager shall not conduct the in-person visit and should follow-up with their supervisor to determine how to address the needs of the client.

If case managers are unable to conduct the screening prior to the visit, the screening shall be conducted in person and at a safe distance prior to proceeding with the visit.

Case managers who are highly vulnerable and at increased risk for severe complications from COVID-19 shall be allowed to continue to work remotely (see [CDC vulnerability criteria](#)). Supervisors shall develop a coverage plan for delivery of in-person services by other staff as needed.

During the Visit

Case managers should keep in-person meetings visits as short as possible while addressing the priority concern that prompted the visit, and shall bring masks or face coverings for clients to the visit. Any actions that can be completed virtually prior to the visit should be. The following precautions should take place during the visit:

- Meet outside wherever possible, unless the visit is prompted due to a maintenance concern, lease-up or child well-being
- Both client and case manager wear face covering the entire visit
- Remain 6 feet apart during the interaction
- Limit the exchange of items (i.e. pens, paperwork etc.)
- Take notes of items that you may need to complete post visit to avoid extending the visit

After an In-Person or Home Visit

Ensure that the following precautions are taken after a visit:

- Wash and sanitize hands
- Wash and wipe face

Screening Questionnaire

Date of Health Screening: _____ Name of staff doing screening: _____

Program Name: _____

CLIENT INFORMATION

First Name: _____ Last Name: _____

HEALTH SCREENING QUESTIONS

At any time during the past 24 hours have you or any member of your household	Check One	
	Yes	No
Had a fever?		
Had a new or worsening cough?		
Had difficulty breathing?		
Had chills?		
Had a sore throat?		
Experienced body aches or muscle aches?		
Experienced a change in your ability to smell things?		
Experienced a change in your ability to taste things?		

*If the client answers "No" to **all** of the Health Screening Questions above, and the case manager themselves does not have any of the symptoms listed above, the case manager can meet with the client.*

If the client answers "Yes" to any of the questions, and/or the case manager has any of the symptoms listed above, the case manager should not meet face-to-face with the client as a precaution. The case manager should encourage the client to contact their primary health care provider to see if additional medical care is needed and follow-up with the client remotely.

Additional Case Management Notes and Resources

- **Case managers should continuously work with clients on emergency planning around food, medication, and other resources.** Supportive housing providers and staff should conduct an inventory with their clients to ensure they have a sufficient supply of any necessary food and other critical household items, including at least a sixty (60) day supply of medication. The inventory process should include an assessment of any imminent or emergency needs.

For a list of sites serving meals, check <https://coronavirus.dc.gov/mealsites>.

- For documents requiring client signatures/ The preferred methods for families to sign document is to utilize the e-documents that can be found on the following link:
<https://frsplandlords.dhs.dc.gov/ProviderDocs>
- If you are unable to utilize the e-documents please complete the following steps:
 1. Send document via email with read receipts
 2. Call the family to explain the document
 3. Follow up via email that there was a verbal explanation of the document
 4. Document efforts in HMIS and via email

Transfers to TAH/PSH

- Families who are set to transfer to PSH/TAH should be issued NOCs at this time but only after it is confirmed that the families are connected to a PSH or TAH case manager. This confirmation would occur via an email from DHS or the new TAH or PSH case manager. TCP and DHS will continue to review all families exiting FRSP as they transfer to

Emergency Terminations

- At this time, we are advising that providers only move forward with Terminations that result in the imminent threat of the safety of others

DCHA Housing Operations

Unit Inspections

- Unit Inspections for new and complaint inspections are taking place via Virtual Inspections.
- The process to initiate inspections will remain the same and upon scheduling the inspection the following will take place:
 - Upon scheduling of the inspection the DCHA inspector will lead the landlord (or designee) on a virtual walk through of the unit
 - Any deficiencies detected will be noted by the inspector and landlord (or designee) must take a picture of the deficiency(ies)
 - Once completed the landlord (or designee) will complete a self-certification form (along with pictures) and email to DCHA within 1 business day
 - **If unit passes**-unit results will be entered in STEP tool along with at required documentation

If unit fails- a follow up date will be scheduled to repeat the virtual inspection process
Please note that if there are any changes made to the DCHA operating status DHS will provide updates accordingly.

FRSP Rental Payments

For families who are enrolled in RPI the following options are available to make rental payments:

- **DCHA Drop Box**-For a payment in person, families can go to the DC Housing Authority located at: 1133 North Capitol St NE, Washington, DC 20002. There is a security monitored drop box in the lobby at DCHA to collect rent payments.
- **Mail** payment to DCHA the monthly invoice and pre postage stamped envelope at:

Wells Fargo
Department of Human Services
C/O DCHA-FRSP
P.O. Box 49002
Baltimore, MD 21297-4902

For families who are not enrolled in RPI please ensure that they are following rental payment procedures as advised by the landlord.

School Resources

Below are links that can be used for additional information regarding school packets as well as resources that families can utilize to assist with online tutoring:

Coronavirus DC Website-School Resources

- <https://coronavirus.dc.gov/page/kids-and-school-resources>

Online Tutoring Assistance

- Kahn Academy <https://www.khanacademy.org/>
- Huntington Learning Center <https://huntingtonhelps.com/>
- <https://www.k12.com/virtual-school-offerings/online-tutoring.html>

If you are unable to access educational resources please contact the Homeless Liaison for the school that the child is attending-below is a link to the list of Liaisons along with their contact information:

https://osse.dc.gov/sites/default/files/dc/sites/osse/service_content/attachments/2019-20%20School%20Year%20OSSE%20DC%20Homeless%20Liaison%20Contact%20List%204.27.20.pdf

If there are any issues with reaching a Homeless Liaison please reach out to Tasheen.Stallings@dc.gov

Attachment #95

**DC**DEPARTMENT of
HUMAN SERVICES

Targeted Affordable Housing

Program Overview: The **Targeted Affordable Housing (TAH) Program** provides a permanent housing subsidy with case management services (i.e., a typically a quarterly check-in). This program is designed to assist families who may otherwise qualify for Permanent Supportive Housing but do not require ongoing, wrap-around services to maintain housing.

Eligibility Criteria

Program Eligibility Criteria*	DCHA Income Guidelines
<ul style="list-style-type: none">a) An individual or family that is chronically homeless as defined in section 2(6C) of the Act (D.C. Official Code § 4-751.01(6C));**b) An individual or family that is at risk of chronic homelessness as defined in section 2(5A) of the Act (D.C. Official Code § 4-751.01(5A)); orc) A family with a household member who can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in D.C. Official Code § 21-1201(3)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability.	<ul style="list-style-type: none">• DC Residency (6+ months); and• Income Guidelines<ul style="list-style-type: none">○ \$51,100 or below for household of 8○ \$48,000 or below for household of 7○ \$44,900 or below for household of 6○ \$41,800 or below for household of 5○ \$38,700 or below for household of 4○ \$34,850 or below for household of 3○ \$31,100 or below for household of 2
Prioritization Factors	A family is ineligible to receive a DCHA voucher if:
<ul style="list-style-type: none">• The client is chronically homeless or at risk of experiencing chronic homelessness;• Recommendation based on an evidence-based assessment tool as selected by the Department, such as the SPDAT;• The household member's condition, as described in section 2571.1(c), prevents the head of household from increasing their income;• Receipt of Rapid Re-Housing (RRH) or Family Re-Housing Stabilization Program (FRSP) services for eighteen (18) or more months;• Limited income earning potential, if the client receives RRH or FRSP services or resides in transitional housing or temporary shelter; and• Active engagement in case management services and completion (or attempted completion, as documented in case notes) of activities and milestones outlined in the most recent case management plan from a Continuum of Care provider.	<ul style="list-style-type: none">• Income exceeds allowable amount per DCHA income guidelines• Is a State lifetime sex offender in any state (i.e., Class A Sex Offense);• Has been convicted for the use, sale, manufacture or distribution of controlled substances (i.e., Methamphetamine);• Is listed on any household's lease or voucher subsidy;• Has an open court case; the court case must be resolved before the household is able to apply for a voucher.

*Please note that all matches to TAH are made through the F-CAHP process and is based upon availability of resources

** Families in FRSP are no longer defined as chronically homeless but are eligible if the others eligibility factors are met

Updated: January 2022

Attachment #109



Councilmember Anita Bonds



Chairman Phil Mendelson

A BILL

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To amend, on an emergency basis, the Homeless Services Reform Act of 2005 to reform the Emergency Rental Assistance Program to aid tenants in their recovery from the public health emergency and to reduce administrative barriers to Emergency Rental Assistance Program payments for tenants in need.

BE IT ENACTED BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this act may be cited as the "Emergency Rental Assistance Reform Emergency Amendment Act of 2020".

Sec. 2. The Homeless Services Reform Act of 2005, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code § 4-751.01 *et seq.*), is amended as follows:

(a) The table of contents is amended by adding a new section designation to read as follows:

"Sec. 8f. Emergency rental assistance."

(b) A new section 8f is added to read as follows:

"Sec. 8f. Emergency rental assistance.

35 “(a)(1) To qualify for emergency rental assistance funds made available pursuant to this
36 section (“Emergency Rental Assistance Funds”), an applicant unit shall be required to meet only
37 the following eligibility criteria:

38 “(A) Be living in the District of Columbia at the time of application;

39 “(B) Be presented with an emergency situation that he or she has no other
40 available resources to resolve, while still meeting other basic needs; and

41 “(C) Have a net income, combined with the net income of any individual
42 with whom he or she lives, that in the 30 days immediately preceding the date of application
43 does not exceed 40% of the Area Median Income (AMI) for the District of Columbia for the
44 specified household size.

45 “(2) To qualify for Emergency Rental Assistance Funds, an applicant unit may be
46 required to document or otherwise establish the following, but no other documentation or proof
47 shall be required:

48 “(A) That he or she is living in the District of Columbia at the time of
49 application;

50 “(B) The applicant unit’s household income and assets;

51 “(C) The number of bedrooms in the unit occupied by the applicant unit;

52 “(D) The number of people in the applicant unit’s household; and

53 “(E) Facts and circumstances surrounding rental arrearages, security or
54 damage deposit, or first month’s rent, including that the applicant unit is responsible for
55 payment.

56 “(3) An unsworn declaration made under penalty of perjury shall be considered
57 sufficient documentation or proof for the purposes of paragraph (2) of this subsection.

58 “(4) To qualify for Emergency Rental Assistance Funds, an applicant unit shall
59 not be required to provide documentation or proof that the members of his or her household are
60 related by blood, legal adoption, marriage or domestic partnership, or legal guardianship.

61 “(5) Case management or other services shall not be required as a condition to
62 qualify for Emergency Rental Assistance Funds.

63 “(b)(1) Emergency Rental Assistance Funds shall not be paid to the applicant unit but
64 instead directly to a vendor providing a service to the applicant unit.

65 “(2) Emergency Rental Assistance Funds may be utilized to pay rent arrearage,
66 late fees, and associated court fees if eviction is imminent or the applicant unit has a current rent
67 arrearage at least 30 days past due.

68 “(3)(A) The total payment of Emergency Rental Assistance Funds on behalf of an
69 applicant unit for rent arrearages, late fees, and associated court fees shall not exceed an amount
70 equal to the applicable fair market rent for the Washington-Arlington-Alexandria Metropolitan
71 area based on unit size and zip code, as established by the U.S. Department of Housing and
72 Urban Development, multiplied by 5. This cap may be waived if one or more of the following
73 factors are determined to exist:

74 “(i) The applicant unit lives with 6 or more individuals and
75 reasonable alternatives to the existing housing arrangement are not available;

76 “(ii) An individual living with the applicant unit has a physical or
77 mental disability or an extended illness such that loss of existing housing would pose a serious
78 threat to the health or safety of the family member; or

79 “(iii) The applicant unit is applying for Emergency Rental
80 Assistance Funds during a public health emergency declared pursuant to section 5a of the

District of Columbia Public Emergency Act of 1980, effective October 17, 2002 (D.C. Law 14-194; D.C. Official Code § 7-2304.01) (“public health emergency”), or within 180 days after its conclusion.

“(B) During a public health emergency and for 180 days after its conclusion, an arrearage paid with Emergency Rental Assistance Funds may be for as many months of rent as the total number of months that the public health emergency has been in effect pursuant to § section 5a of the District of Columbia Public Emergency Act of 1980, effective October 17, 2002 (D.C. Law 14-194; D.C. Official Code § 7-2304.01).

“(4) When a payment of Emergency Rental Assistance Funds up to the amount authorized by this section would not substantially alleviate an emergency situation during the 30-day period immediately following the authorization of payment, such payment shall not be made unless the applicant unit demonstrates that a landlord will:

“(A) Accept partial payment in full satisfaction of the outstanding rent due; or

“(B) Enter into a longer-term repayment plan for the payment of the remaining balance of unpaid rent.

“(5)(A) The use of Emergency Rental Assistance Funds to cover a security or damage deposit shall only be authorized if the landlord does not waive the deposit and one of the following criteria is met:

“(i) The applicant unit is or will become homeless if assistance is not provided; or

“(ii) The purpose of the assistance is to reunite a child less than 18 years of age with his or her family or to prevent separation of a child less than 18 years of age from his or her family.

“(B) The maximum payment for a security or damage deposit shall be the actual amount of the deposit, which may not exceed more than the cost of one month’s unsubsidized rent, as specified by the landlord.

“(6)(A) Assistance may be authorized for first month’s rent if:

“(i) The applicant unit is eligible for a security deposit payment as specified in paragraph (5)(A) of this subsection;

“(ii) The first month’s rent must be paid in conjunction with the security deposit in order for the applicant unit to assume tenancy and

“(iii) The applicant unit has no other means of paying for the first month’s rent at the time it is required.

“(B) The maximum emergency assistance payment for first month’s rent under this paragraph shall not exceed the actual amount of one month’s unsubsidized rent, as specified by the landlord.

“(c) An applicant unit that has met the eligibility standards set forth in this section shall qualify for Emergency Rental Assistance Funds; except, that the agency may provide funding on a first come, first served basis and subject to availability of funds.

“(d) To the extent not explicitly superseded by the provisions of this act, the Emergency Rental Assistance Program rules (29 DCMR § 7500 *et seq.*) shall remain in effect until superseded by rules promulgated by the Mayor pursuant to the authority of this act. Upon the

effective date of rules promulgated pursuant to this act, each superseded portion of the
Emergency Rental Assistance Program rules shall be deemed repealed.

“(e) For purposes of this section, the term:

“(1) “Applicant unit” means an individual who is applying for Emergency Rental
Assistance Funds pursuant to this section for his or her own needs or the needs of those with
whom he or she lives.

“(2) “Basic needs” includes groceries, childcare, utilities, and car payments.

“(3) “Emergency situation” means a situation in which immediate action is
necessary to avoid homelessness or eviction, to re-establish a home, or otherwise to prevent
displacement from a home.

“(4) “Living in the District of Columbia” means that an individual is maintaining
a home in the District as his or her principal residence or, if he or she is homeless, that he or she
is physically present in the District and not a resident of another state.”.

Sec. 3. Fiscal impact statement.

The Council adopts the fiscal impact statement Budget Director as the fiscal impact
statement required by section 4a of the General Legislative Procedures Act of 1975, approved
October 16, 2006 (120 Stat. 2038; D.C. Official Code § 1-301.47a).

Sec. 4. Effective date.

This act shall take effect following approval by the Mayor (or in the event of veto by the
Mayor, action by the Council to override the veto), and shall remain in effect for no longer than
90 days, as provided for emergency acts of the Council of the District of Columbia in section
412(a) of the District of Columbia Home Rule Act, approved December 24, 1973 (87 Stat. 788;
D.C. Official Code § 1-204.12(a)).

AN ACT

D.C. ACT 23-455

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

NOVEMBER 4, 2020

To amend, on an emergency basis, the Homeless Services Reform Act of 2005 to reform the Emergency Rental Assistance Program to aid tenants in their recovery from the public health emergency, and to reduce administrative barriers to Emergency Rental Assistance Program payments for tenants in need.

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"(C) Have a net income, combined with the net income of any individual with whom he or she lives, that in the 30 days immediately preceding the date of application does not exceed 40% of the Area Median Income for the District of Columbia for the specified household size.

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“(D) The number of people in the applicant unit’s household; and

“(E) Facts and circumstances surrounding rental arrearages, security or damage deposit, or first month’s rent, including that the applicant unit is responsible for payment.

“(3) An unsworn declaration made under penalty of perjury shall be considered sufficient documentation or proof for the purposes of paragraph (2) of this subsection.

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“(3)(A) The total payment of Emergency Rental Assistance Funds on behalf of an applicant unit for rent arrearages, late fees, and associated court fees shall not exceed an amount equal to the applicable fair market rent for the Washington-Arlington-Alexandria Metropolitan area based on unit size and zip code, as established by the U.S. Department of Housing and Urban Development, multiplied by 5. This cap may be waived if one or more of the following factors are determined to exist:

“(i) The applicant unit lives with 6 or more individuals and reasonable alternatives to the existing housing arrangement are not available;

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“(e) For purposes of this section, the term:

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Sec. 4. Effective date.

This act shall take effect following approval by the Mayor (or in the event of veto by the Mayor, action by the Council to override the veto), and shall remain in effect for no longer than 90 days, as provided for emergency acts of the Council of the District of Columbia in section 412(a) of the District of Columbia Home Rule Act, approved December 24, 1973 (87 Stat. 788; D.C. Official Code § 1-204.12(a)).



Chairman

Council of the District of Columbia

UNSIGNED

Mayor

District of Columbia

November 2, 2020



COUNCIL OF THE DISTRICT OF COLUMBIA

WASHINGTON, DC, 20004

Docket No. B23-0938

☐ ITEM ON CONSENT CALENDAR

☒ ACTION

Final Reading

☒ VOTE DATE

October 6, 2020

☒ VOICE VOTE

Approved

RECORDED VOTE ON REQUEST

ABSENT

☐ ROLL CALL VOTE – Result

Council Member	Aye	Nay	NV	AB	Rec	Council Member	Aye	Nay	NV	AB	Rec	Council Member	Aye	Nay	NV	AB	Rec
Chairman Mendelson	X					Grosso	X					Silverman	X				
Allen	X					McDuffie	X					T. White	X				
Bonds	X					Nadeau	X					Todd	X				
Cheh	X					Pinto	X										
Gray	X					R. White	X										
X - Indicate Vote					AB – Absent					NV - Present, Not Voting					Rec - Recused		

CERTIFICATION RECORD

Secretary to the Council

10.13.20

Date



District of Columbia
Department of Human Services
Family Services Administration

Emergency Rent Assistance Program
(ERAP)
Business Process Manual

Sept 2021
Version 1.4

Table of Contents

INTRODUCTION	5
The Reasons for Business Process Redesign	5
Purpose of This Manual	6
BUSINESS PROCESS OVERVIEW.....	7
Overview and Flow Chart of New Business Process	7
“MINI” CALL CENTER BUSINESS PROCESS.....	8
Call Center Business Hours	8
Call Center Scope of Services.....	8
Call Center Phone Call Script	9
Call Center Phone Call Log and Phone Tree	10
DROP OFF OR MAIL IN APPLICATION BUSINESS PROCESS.....	10
DOCUMENTATION REQUIRED TO APPLY ONLINE OR BY PHONE	11
TRAINING SUPPORT FOR TENANTS	12
USING ONE AND DONE PRINCIPLES TO DETERMINE ELIGIBILITY.....	13
Role of Front End Workers: Entering Applications into .Net	13
Role of Case Processors: Determining Eligibility	13
Role of Program Managers: Approving Applications and Monitoring Workload	13
First Contact Resolution: Processing an Application Using One and Done.....	14
Double Call Method to Reach Tenants, Landlords and Collateral Contacts	15
Reducing Research and Rework using Consistent Case Narrative	15
.Net as The System of Record and Key As You Go.....	16
Calculating Net Income and Payment Amounts.....	17
Application Status Codes: Definition and Use of each.....	17
Emailing Tenants and Landlords	18
Closing or Abandoning Old Applications.....	19
USING REAL TIME DATA TO MONITOR BUSINESS PROCESS	20
KEEPING THE BUSINESS PROCESS ON TRACK: HUDDLE MEETINGS.....	22
Daily Team Huddles	22
Weekly Huddles between CBO Program Managers and FSA	22

Ongoing Success	23
<i>Summary</i>	<i>Error! Bookmark not defined.</i>
<i>Appendix</i>	24

Business Process Manual for
Emergency Rent Assistance Program
(ERAP)

GUIDING PRINCIPLES AND GOALS

P
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Eliminate Repeat Interactions

One and Done (First Contact Resolution)

Customers Have Different Needs (one size does not fit all)

Call Center access point for customers who cannot apply online.

Real-Time Data and Resource Management

Measurements to support business process

Consistent Business Processes Across All Providers

Standard Tools and Practices within and between providers
Reduce rework and improve accuracy with templates, job aids and automated calculations

G
O
A
L
S

Create Capacity for CBOs

Improve Timeliness for Tenants

Accurate Use of Current Policy Regulations

Increase Program Participation When Funding Is Available

INTRODUCTION

The Reasons for Business Process Redesign

The existing caseload model used for ERAP was developed when the following conditions existed:

- Predictable workloads
- Adequate funding to support need
- Lower volume of customers

With many factors in the last decade affecting everyone in our city, the factors listed above have significantly shifted, challenging our effectiveness to provide timely and accurate benefits to our customers. One response has been to increase the demands on CBOs to process cases quickly and thus the workload expectations of staff. This approach has proven difficult and stressful for staff given the growing demand for services.

With the focus change to process management, the opportunities for improvement are clear. Process management, in the case of emergency rent assistance, is about managing the processes of:

- Gathering all documents needed to apply
- Approving applications in a timely manner
- Directing payment quickly to landlords
- Managing repeat requests from the same tenant

Understanding these processes allows us to measure, manage, and improve the processes that result in customers accessing benefits efficiently and accurately. Every decision the DHS FSA and CBO design and readiness teams made as they developed the procedures in this handbook is a result of an intense focus on the customer; making their goals our goals. One example of this is timeliness. Internally, our goal is 30 days, but when you ask customers what their definition of timeliness is, the typical response is “same day.” The truth is that most staff also share the goal of faster service. The procedure manual you are currently reading was developed with the goal of providing rapid response service to our customers.

The key business process principles used to design DC’s ERAP processes are:

- **First Contact Resolution** (One and Done)
- Reduce rework with **consistency tools and standard practices**
- **Triage workload** so customers are served first come, first served
- Allow supervisors and managers access to **real-time data** and provide staff with daily information about their team’s outcomes
- **Enter Data and Scan as You Go** so that the database is always up-to-date

This manual has been initiated by your DC DHS FSA and CBO design and readiness teams with the sole purpose of freeing up your capacity to better serve customers while resulting in improved quality and timeliness.

Purpose of This Manual

The purpose of this manual is to provide instructions for processing Emergency Rental Assistance Program work administered by the District of Columbia (DC) Department of Human Services (DHS) and managed by the six CBOs in contract with DHS FSA. These procedures are based on business process management principles that are designed to gain efficiencies by streamlining the work. This manual does not establish, determine or change ERAP policy. All CBO staff should follow the procedures outlined in this manual.

BUSINESS PROCESS OVERVIEW

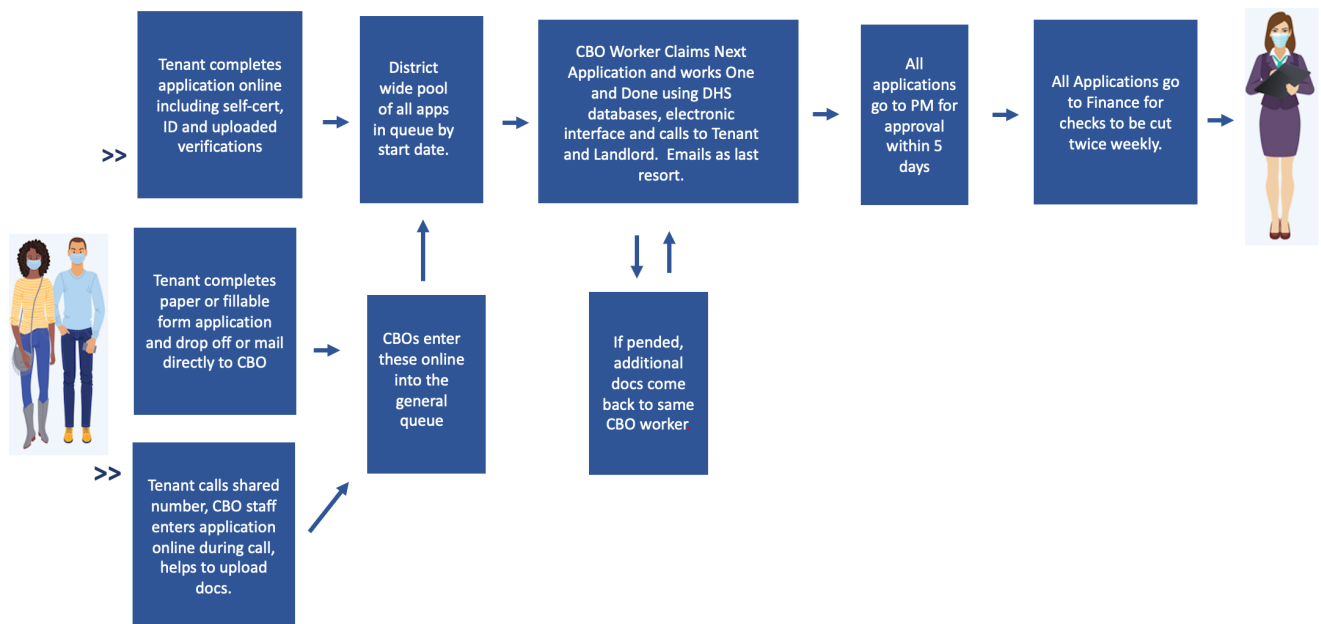
Overview and Flow Chart of New Business Process

The new business process combines the goals of allowing customers to apply for ERAP services both online and over the phone. All applications will be entered into the .Net system and placed into a District wide ERAP Application queue.

Case processors will “claim next” from the District-wide queue taking the oldest waiting application first. Working one application at a time, the case processors will follow a step by step sequence to review supplied information and gather missing information from the Tenant or the Landlord. Once a case processor has done all they can using these steps, they will complete all information in .Net and put an application to Ready for Review, Denied or Pended for more information from either the Tenant, the Landlord or both. These steps are detailed in this manual.

When an application has been determined to be Ready for Review, the .Net system will notify the Program Manager that an application is waiting for their approval. Once approved, the .Net system (or an email) will notify the CBO’s finance team that payment has been approved and a check has been requested.

The diagram below is an overview of the new business process. Each section of the process will be detailed in this manual in the order shown below from left to right.



“MINI” CALL CENTER BUSINESS PROCESS

Most clients applying for ERAP will do so via the DHS website using the .Net application.

There are, however, a small percent of customers who are not comfortable with technology or do not have access to a smart phone, desktop, or laptop to apply. For these customers, DC Department of Human Services leadership along with leadership from the Community Based Organizationss have determined that a small “call center” will be available for clients to apply via telephone. CBOs will staff these lines and complete the applications for the customer while they are on the phone. Details of how this mini call center will operate are below.

Call Center Business Hours

The ERAP “mini call center” will be staffed in a daily rotation with each of the four larger CBOs responsible for one day per week and the two smaller CBOs jointly staffing the fifth day of the week. The schedule agreed upon, which can be changed via discussion with FSA leadership and the affected CBOs, is:

Weekly schedule:

Monday: Catholic Charities (2 workers)

Tuesday: UPO/GWUL (1 worker each)

Wednesday: HCS (2 workers)

Thursday: TCP (2 workers)

Friday: Salvation Army (2 workers)

Each CBO will provide two workers to answer phones on their day. The hours of operation for the call center will be:

Days: Monday to Friday

Hours: 9 to 4:30 with lunch coverage by alternating lunch for two staffers.

Call Center software called AWS will be used by CBO staffers to handle incoming calls from clients. Documentation for use of this software is included in the appendix. Each morning the CBO staffers who will be answering calls will log into this AWS system and answer calls as they come in.

Call Center Scope of Services

Because there will be only two workers answering phones each day, it is very important that the “scope of services” offered over the phone be clearly defined and adhered to. The ERAP design and readiness teams determined that the scope of services or what calls will be handled will be:

Calls that will be Answered:

- For tenants without online access: help Tenants apply by completing

application for them while on the phone.

- For tenants without online access: check application status including documents that may be missing.
- For all tenants: estimated timing for their application to be reviewed and/or completed

Calls that will be Referred elsewhere:

- Tenants who applied online: refer to website or emails via IVR language and by worker if their call is answered.
- Tenants who were denied: refer to form received with denial notice
- Landlords: refer landlords to their tenants for status update

Some phone calls will need to be escalated:

- If tenant has an open application, use call log to escalate to CBO case processor who has claimed that application or recommend that applicant email or call the case processor directly.
- If tenant has an application waiting in queue that has not been claimed, but the Tenant wants to escalate, use the .Net system to escalate to the PM for your CBO.

Call Center Phone Call Script

Below is the sequence or script that a phone call should follow in order to make the best use of the CBO staffer's and the client's time:

1. Answer phone "This is <first name> with the DHS ERAP application phone service. How many I help you today?"
 - a. Note that you are answering as a DHS ERAP staffer not as a CBO staffer.
2. Verify/gather client's name, address, email address and phone number.
3. Confirm they are the tenant, are currently living in the unit and are past due at least 30 days or homeless or at risk of becoming homeless.
4. Determine if they can apply online themselves or with help from a friend/relative. If yes, encourage them to apply online on their own.
5. Determine if they are likely eligible based on income.
6. Inform them of documents required from them and their Landlord and whether they can take photos of them to send to you while on the phone. If not, encourage them to gather the documents and call back when they have everything they need to apply.
7. Work through filling out the application with Tenant while on the call.
8. The CBO worker DOES NOT process application at this point. Eligibility is NOT determined. Application goes into District wide pool and will be claimed by a case processor in sequence.

Please note that an email must be available for the Tenant for an application to be entered into

.Net. If an applicant does not have an email address and cannot provide one of a trusted friend, the CBO staff member can help the Tenant create a gmail account. Instructions for creating a gmail account are in the appendix.

Call Center Phone Call Log and Phone Tree

A Call Log has been built into .Net to keep track of each call placed. It will automatically capture your name and the date and time of the call. As a phone worker, you will be asked to enter:

- Customer name,
 - Application number if already exists,
 - Reason for call from drop down menu (need to define). This will link to actual application call log behind the scenes.
- If escalation is required: check box with reason for escalation. This will generate an email to either the person responsible for follow up:
 - If the application has been claimed, the email goes to CBO worker who claimed application
 - If the application has not been claimed yet, the email goes to the PM “on duty” for that day

Please enter each phone call into the Call Log. Please do not keep a manual listing of calls answered. If leadership wants to track number and/or types of calls answered, they can access this information in .Net if you add every call you take.

The phone tree supporting the mini call center will allow the client to indicate if they are English or Spanish speaking. It will also allow them to indicate if they are calling about applying or if they have already applied and are calling to get the status of the application. It will repeatedly encourage customers to go online to either apply or check their application status rather than wait on the phone.

DROP OFF OR MAIL IN APPLICATION BUSINESS PROCESS

When a Tenant drops off or mails in an application, the CBO providers should enter the application in .Net to the best of their ability. If information if critical information (ID and copy of the lease) is missing which prevents the application from being entered to Submitted status, the Tenant should be called for this missing information. If the Tenant can not be reached by phone, email or mail should be used to notify the Tenant that their application cannot be submitted without further information.

Please note that an email must be available for the Tenant for an application to be entered into

.Net. If an applicant does not have an email address and cannot provide one of a trusted friend, the CBO staff member can help the Tenant create a gmail account. Instructions for creating a gmail account are in the appendix.

DOCUMENTATION REQUIRED TO APPLY ONLINE OR BY PHONE

DC DHS/FSA and the CBOs have determined that requiring Tenants to supply the majority of their documentation when they apply rather than CBOs requesting it after an application is submitted will support our ability to complete application determinations in a timely manner.

As a result, the .Net system has been re-sequenced to have Tenants upload documents prior to the signature pages being completed rather than after completion of the signature pages of the application.

The Readiness Teams determined that the following documentation will be required prior to an application being put into submit status:

Mandatory Tenant Documents for all applicants and (18+) adults in household:

All Applications:

- Proof of residency: lease or letter from landlord
- Photo ID for all adults in household: current government issued ID such driver's license, passport.

If the Tenant has not Self Certified to income:

- Proof of Income; paystubs or benefit income for last 30 days (SSI, SSDI, UC, retirement, child support, TANF), bank statement.

If the Tenant has not Self Certified to assets and resources:

- Proof of resources or benefits: 30 day bank statement, SNAP benefit amount (Tenant can state SNAP benefit level, documentation is not needed)

If applying for First Month/Security Deposit:

- Proof of Rental Agreement with rental and security deposit amounts
- Approval Notice for New Unit for Tenants applying

Optional Additional Tenant Document for Past Due Applicants:

- Proof of Rent Past Due (this can also be obtained from Landlord)

TRAINING SUPPORT FOR TENANTS

To support Tenants applying online or by phone, the DC DHS website and the websites for each CBO have been updated to include a Frequently Asked Questions (FAQ) page as well as a link to a training video that shows a Tenant how to apply online and how to upload documents.

The FAQ are included in this manual in the appendix.

USING ONE AND DONE PRINCIPLES TO DETERMINE ELIGIBILITY

This section details all the steps involved in determining whether an application should be approved, denied or pended for more information. The roles of up front workers (some CBOs have these, others do not), Case Processors and PM is explained in the first section. Following this are specific instructions on processing applications under the new business process model.

Role of Front End Workers: Entering Applications into .Net

Intake workers and/or case processors will enter new applications received by mail, drop off or email within 24 hours of receipt by the CBOs. Applications taken over the phone will be entered real time. Reminder: these applications will be entered into .Net by the CBO who receives them but will be worked by whichever CBO claims next when that application's turn comes up.

Role of Case Processors: Determining Eligibility

Case Processors will "claim" the next case in .Net, and work the case fully to determine eligibility (Ready for Review or Deny) or Pend if absolutely necessary (as discussed above). All information and documents will be entered or uploaded into the .Net system real time and case notes must be completed **before** the worker claims the next case.

The Notice of Eligibility will be stored in .Net by the case processor. The calculation of income and payment amounts will also be calculated in .Net using the new format. This will eliminate use of calculation forms used in the past.

If a case must be pended, the case processor will complete the .Net case notes information that is used to send an email to the Tenant and/or Landlord requesting additional information within 5 days. The case processor will work the case as far as possible before stopping work on this case.

When the Tenant or Landlord returns the missing information, the case processor will complete the application within 5 days of receipt of the new verification.

Role of Program Managers: Approving Applications and Monitoring Workload

Program Managers will review all "Ready to Review" applications and either approve or return them to the case worker within five working days, ideally much sooner. The .Net system has been modified to send an email to PMs for all applications put to Ready to Review status. This email will include a link that will allow the PM to go directly to the applications that are in their "queue." The expectation is that ALL applications will be approved or returned within 5 working days, ideally much sooner.

PMs will also monitor their office's workload several times a day using the .Net Dashboard to adjust staffing needs, determine overtime requirements, address training issues, and make

changes needed to manage the work volumes.

First Contact Resolution: Processing an Application Using One and Done

Our goal for all ERAP applications is for case processors (title may vary by CBO) to complete an eligibility determination (approval/denial) for new applications the same day that the worker claimed the application.

Using the business process model, case processors will “claim” one “task” at a time from .Net. They will work only on this application until they are able to complete it or as a last resort, pend it. The focus will not be on completing a specified number of tasks, rather on increasing capacity by focusing on the individual task at hand, one task at a time.

The principle of working one application at a time and in the order it was received applies to all applications whether they were completed online, dropped off or started at the “mini” call center. In each case, an application is entered into .Net by date of receipt and is entered into the District wide pool. Recall that applications must include Tenant verifications/documents to enter into this pool and be considered Submitted.

When a CBO staffer is ready to start a new application, s/he will claim the oldest waiting application in .Net. The worker’s goal is to process as much of the case as possible when s/he first touches the application, including reviewing all documentation received, inputting all known information into the .Net ERAP database. Once everything that has been submitted is reviewed by the case processor, the critical next step is to try to get all missing information from either the Tenant or the Landlord immediately.

To get missing information immediately, the case processor should follow these steps, in this order:

1. Reference the verification matrix in the Appendix to ensure that you are requesting information that is required to complete this application.
2. Check .Net for earlier Tenant application case files for useful verifications such as IDs or lease, etc.
3. Check .Net database for Landlord W-9
4. Check DCAS if SNAP or TANF beneficiary. If Tenant is receiving SNAP or TANF, their income is considered as verified as below AMI and no further income information is required. Also the amount of the TANF benefit can be accessed from DCAS.
5. Access the Work Number to check for income information.
6. Access MyTaxDC for information about private landlords.
7. Call Tenant and/or Landlord using the two call method explained below.
8. With Tenant on the phone, use three way calling to Employer, Bank, Landlord, etc to obtain missing information.
9. Request information via email and pend application only as a last option

Of all the sections in this manual, **the nine steps above are the most important.** When a case processor works one case at a time and works it to Ready for Review, Deny or only as a last resort, pends it for additional information, the total amount of time spent on a case is reduced and errors are decreased by not having to remember the details of a specific application many times. It also helps the client receive more timely determinations as all the work of an application is condensed into one work session.

Double Call Method to Reach Tenants, Landlords and Collateral Contacts

A best practice used widely by other organization is the “**double call method.**” When you are attempting to reach a Tenant or Landlord it will help increase the likelihood that a person will answer their phone to call them twice in a row. If the first call is not answered, please leave a voicemail explaining who you are and why you are calling. Then call again within two minutes of the first call. This method greatly increases the chance that the person will answer the call from a number they do not recognize.

Reducing Research and Rework using Consistent Case Narrative

In the new business model, a case processor will continue to “own” an application from when it is claimed until it is Ready for Review or Denied (often on the same day it is claimed). Other workers at other agencies, however, will need to be able to answer questions about this application if the Tenant calls. Additionally, your PM for your agency will need to be able to easily review information about the application in order to approve it (there will be no separate emails about the application to your PM, all the information should be in .Net).

To support these needs for information about the application, a case narrative template has been built into .Net so that everyone’s case notes are similar and complete.

The case narrative will work as follows in .Net when either additional documents are needed or a determination has been made that the application is Ready for Review:

- If a worker chooses **Requested Documents** or **Received Documents**, a template comes up:
 - Documents requested of Tenant: drop down options, choose one or several:
 - Proof of Residency
 - Proof of ID
 - Proof of Income
 - Proof of Resources
 - Other: specify
 - None
 - Documents requested of Landlord: choose one or several
 - W-9
 - Ledger for past due rent
 - Proof of ID

- Management Agreement
- Other: Specify
- None

In each drop down option, there will be a text box where the case processor can say more about the document if they need to. For example, if they choose Proof of Income, the box might say: Tenant provided Paystubs from Lowes.

- If a worker chooses Eligibility Determination, a template pops up as below
- Case summary:
 - Applying for past due rent or first month/security deposit?
 - Family composition:
 - Income Eligible?
 - Reason for falling behind on rent:
 - or
 - Reason for applying for first month/security deposit?
 - Plan moving forward:
 - Approved or Denied for Eligibility?
 - Reason for Approval or Denial?
 - Amount of Payment based on calculator:
 - Amount of Tenant Contribution:
 - (See income and payment calculator for calculation details.)

.Net as The System of Record and Key As You Go

The fifth business process principle of key as you go is tied to the principles of One and Done and Reducing Rework. Cases are worked one at a time and client data and verification information is entered into .Net as the application is being worked.

This method reduces error rates and encourages case processors to complete a case before moving on to another task. It also allows other workers in the same or different CBOs to provide customers with an accurate status of their cases by viewing the database rather than hunting for information.

The same concept applies to making sure that document uploads into .Net are completed prior to claiming the next case regardless of the size of the workload waiting. Completing a case later in a day is a very significant source of errors and incomplete records.

The .Net database will be used by all PMs, supervisors, case processors and other CBO staff to record and track incoming applications from start to finish. This includes PMs for approvals and Finance for check cutting. All pertinent information for an application will be stored in .Net including uploaded documents, all applications, payment and income calculations and

case notes. This will eliminate the need for paper forms of any kind as well as digital files kept on worker's desktops, or their email or paper files kept in file cabinets.

Calculating Net Income and Payment Amounts

The .Net system has been modified to include a section for calculating net income and the payment amount. This eliminates the need for separate forms and makes it easier for call center workers or PMs to quickly understand how a case processor has determined income and payment levels.

The income calculator has a section for Tenant income from the last 30 days which is of most importance in calculating eligibility. It also has a section for income for the next 30 days. This next 30 days optional section is to be used if there will be a significant change in income going forward. The Sources/Comments section is to be used by the case processor to explain which income information was used.

The payment calculator has rows for amount of rent past due less utilities and miscellaneous charge. Court costs and late fees can be entered and if so, will be added into the amount past due. By answering if anyone in the household is past due, the payment amount will be automatically calculated to reflect 5 or 7 months of the FMR allowed payment amount. The calculator will then provide the maximum benefit allowed and the resulting Tenant contribution, if any.

Application Status Codes: Definition and Use of each

The .Net system has been redesigned to provide status codes for applications that mirror the new business process. It is very important that all CBOs and all workers in the CBOs use these status codes in the same way. This will allow workers answering phones, PMs, FSA leadership and others accessing .Net to know exactly where an application stands simply by checking the status code.

The Readiness Teams defined the codes which are listed below and follow the flow of the business process from start to finish.

Status Code	When Used/Hover instructions	How is status set?	Email sent to Tenant and Landlord when status is set?
Application Incomplete	Tenant has started an application but had not submitted all required documents	system sets automatically	Online notice and email when session ends
Application Submitted	Tenant application and docs complete; application is waiting in District wide pool to be claimed.	system sets automatically	Online notification and email once complete
Claimed by <CBO>	CBO processor has claimed case and is actively working on it.	system sets automatically	Yes with case processor name and email
Denied	CBO processor has denied application	case processor sets	Email with NOE letter with reason and appeals process
Pend Landlord Docs	CBO processor has pended application for missing Landlord documents.	case processor sets	Email template completed by processor
Pend Tenant Docs	CBO processor has pended application for missing Tenant documents.	case processor sets	Email template completed by processor
Pend Landlord and Tenant Docs	CBO processor has pended application for missing Landlord and Tenant documents.	case processor sets	Email template completed by processor
Ready for Review	CBO processor completed eligibility review. Application is ready for PM approval.	case processor sets	No
Returned to Case Worker	PM has returned application to case processor for correction.	PM sets	No
Approved for Payment	PM has approved application for payment.	PM sets	Email with NOE approving payment
Payment issued	Finance has issued payment to the Landlord.	Finance sets	Yes automatically to landlord and tenant
Abandoned	Application has been closed for inaction by tenant or landlord.	system sets automatically	Yes automatically to Tenant

Emailing Tenants and Landlords

The .Net system sends a totally automated emails as noted above when some status codes are changed as noted above. However, for other status codes, the email that is sent to the Tenant and/or the Landlord must be customized by the case processor prior to being sent.

For the following status codes, .Net will pull information from the Case Notes section to send a customized email to the Tenant or Landlord:

- Denied: NOE stored in .Net must be modified to include the reason for denial
- Pend Tenant Docs: information picked up from Requested Documents
- Pend Landlord Docs: information picked up from Requested Documents
- Pend Landlord and Tenant Docs: information picked up from Requested Documents

To ensure that a correct email is sent, the proper sequence is to update the case notes section

prior to changing the status of the application. This is because changing the status code of an application will trigger .Net to generate an email using information in the case notes or an NOE.

Closing or Abandoning Old Applications

Under the new business process, the focus is on One and Done and pending as few applications as possible by working them completely the day they are claimed. If an application must be pended, the Tenant and/or Landlord will receive an email alerting them that documents are missing. When talking with the Tenant or Landlord, please give them a quick timeframe of 5 days to provide missing documentation as this encourages people to get documents returned quickly rather than setting the task aside.

The .Net system will automatically send a second email in 15 days if the application continues to be pended in 15 days (which means it is very important that case processors review and make determinations from newly received documents sent to them).

The case processor does NOT need to continue to prompt a Tenant or Landlord beyond what .Net does automatically. After 45 days from the date an application was claimed, .Net will automatically abandon the application and send a notice to the Tenant. If a case processor sees an application that is more than 45 days old, it would be best to manually close it out and bring it to your PM or FSA's attention that the system did not auto close this application.

USING REAL TIME DATA TO MONITOR BUSINESS PROCESS

As part of the business process design, the Readiness Teams developed two real time dashboards to help monitor the status of each team's workflow. While the actual dashboards will look different than the examples below, these samples will explain the usefulness of the data available to all CBOs real time.

Waiting Applications

Applications Waitings	
# Applications Waiting to be Claimed	
Average # Days Waiting	
Oldest Application Waiting in Days	

This simple dashboard will show the total number of applications that have been submitted but not yet claimed by a CBO. It will also indicate the average days for all the applications and the days for the oldest application. The focus of this dashboard is for DC DHS/FSA and CBO leadership to use at Team Huddles (see below) to determine if enough resources are available to fund or to process the applications that have been submitted. It is also intended to ensure that CBOs are always claiming the oldest waiting application rather than cherry picking newer ones. This will be an honor system so it is important that all CBOs pick oldest application rather than allowing Tenants to jump the line.

Application Processing Summary Dashboard

<date range>	CBO 1	CBO 2	CBO 3	CBO 4	CBO 5	CBO 6	Total
# claimed							
# Ready for Review same day as claimed							
# Denied same day as claimed							
# Pended same day as claimed							
# in claim status > 2 day							
# in pend status							
status > 45 days							
Total # put to Ready to Review during time period							
Total # Put to Approved for Payment							

This Summary Dashboard will allow workers, PMs and FSA to select a date range for current day or any range in the past and determine how many applications were processed (Ready for Review, Denied or Pended) same day, how many are stuck in claim status (there should be zero), how many are in pend status > 45 days (should be zero) and how many have been put to Ready to Review or Approved in a given time period. From this information, a team can have solid data to conduct a Huddle Meeting (see below) every day.

KEEPING THE BUSINESS PROCESS ON TRACK: HUDDLE MEETINGS

Daily Team Huddles

Daily huddle meetings are an essential tool to support the business process model in the CBOs.

The daily huddle meetings at the team and weekly huddle meetings at the management level ensure that everyone understands the team's results from the prior day, that daily goals are set and that adjustments are made quickly. Keep Daily huddle times to no more than 10 minutes by avoiding discussions about individual cases or isolated incidents that do not impact the BPR process. For example, reserve office or ERAP policy change discussions for unit meetings.

- Always celebrate your successes: Go over how many families were served, how many applications were put to Ready for Review or Deny in the prior day, the current wait times, and how many future visits you avoided by doing One and Done.
- Staff Resources: Identify staff call-ins and scheduled vacation times, and make corresponding adjustments to ensure adequate coverage. Don't forget mini call center staffing needs.
- Discuss challenges and barriers to getting work done and solutions to those challenges.
- Discuss one Tip of the Day to constantly review best practices and clarify areas that are causing applications to be returned by the PMs.

Weekly Huddles between CBO Program Managers and FSA

Similar to a Daily Huddle Meeting but broader in scope as it is between CBOs and FSA rather than within a CBO, the focus of a Weekly Huddle Meeting is:

- Celebrate successes and catch possible issues early
- Share best practices: Tip of the Week
- Ensures PMs are on the same page with procedures and expectations
- Allows open discussion and sharing of ideas and solutions, innovating and implementing new ideas evenly across all teams
- Discuss staffing adjustments, barriers and solutions, productivity and volume of work completed, and backlog

Huddle Meeting Agenda

1. Data: Review current backlog amounts and oldest case. Revisit plan to eliminate it to ensure you are on track.

2. Data: Go over last week's results to include total seen, wait times, % completed, and analyze this information. Do the numbers look good? If so, what are we doing right? If not, what do we need to change?
3. Staffing: Review vacation, other outside demands on staff's time and adjust for coverage of mini call center and case processing work.
4. Process Issues: Discuss obstacles and barriers to getting work done. Always include solutions and leave with a plan.

Ongoing Success

Successful process management requires constant communication between all program managers and FSA leadership. All six teams plus FSA must work together as one team to get things done.

- The management team should determine who should make decisions and communicate around certain known issues. For example, who will coordinate staffing for mini call center if there is a training day conflict.
- The management team should also determine which decisions case processors are able to make and which decisions must be left to the management team. For example, should a case processor determine if they will work on clearing their email of returned documents to complete pending applications or focus their day on claiming new applications?
- The management team should also discuss issues they are having with processing cases quickly through .Net. If PMs notice a difference in their pending rates vs other CBOs, this should be discussed to determine best practices that are being used or should be used.
- Of course, it is important to remember that some decisions need to be made quickly, while others can wait until a scheduled meeting.

Appendix

Verification Matrix

The verification matrix details the documentation required by policy in a shortened, easy to access format. The policy references are included as well as all acceptable forms of verification for each requirement.

FAQ

These Frequently Asked Questions are available on the DHS website as well as the website of each of the six CBOs

Creating a GMAIL Account for Tenants

AWS Log In Instructions

These instructions are for the use of the AWS phone system used by the “mini” call center for ERAP.

Verification Matrix

DC ERAP Verification Matrix			
For <u>new applications</u> , information must be verified per chart below.			September 8, 2021
Verification Category	Tenant or Landlord to Provide?	Required or Tenant can Self Certify?	Acceptable Sources
DC Residency <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7503.5</small>	Tenant	Required	Lease or Landlord statement Homelessness: Collateral statement from another DC organization such as a shelter utility bill
Proof of ID <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7501.7</small>	Tenant	Required	Gov't issued photo ID can be out of state or expired Passport; license; state issued ID; green card; embassy statement;
# of Bedrooms in Unit <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7501.7</small>	Tenant	Tenant can Self Certify	Self certify, lease or Landlord statement
Household Composition/# of people in household <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7501.7</small>	Tenant	Tenant can Self Certify	Lease with names of household members Landlord statement
Housing Emergency for rent assistance: defined as 30 days in arrears or potential or actual eviction <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7503.1(b)</small>	Landlord or Tenant	Required	For past due rent: 30 days in Arrears at time of application shown by Landlord Ledger or statement from Landlord
Housing Emergency for first month/security deposit: Threat of homelessness or actual homelessness <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7507.1</small> <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7599.2</small>	Tenant	Required	For first month rent/security deposit: Currently homeless or threat of homelessness for first month/security from formal notification from landlord to tenant or statement from DC organization as to homelessness Writ or Landlord notice of potential eviction. This is for both arrears and first month
Net Income: Gross Income less taxes and deductions <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7503.1, 7503.6</small>	Tenant	Tenant can Self Certify	30 day Pay Stubs Work Number Employer statement TANF/SSI/SSDI, child support, VA benefits, retirement income, unemployment comp. If receiving SNAP, TANF or SSI, income is considered verified.
Assets/Resources <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7503.10, 7503.11</small>	Tenant	Tenant can Self Certify	Bank statement for 30 days *Do not include retirement saving such as 401(k) or non cash items such as cars
Aid will alleviate emergency (landlord considers amount sufficient to resolve past due rent). <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7503.3</small>	Landlord	Required	Landlord written agreement that this payment will resolve past due claim or tenant repayment plan is acceptable to landlord.
Amount of Rent Past Due <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7506.1</small>	Landlord (Tenant can provide it)	Required	Landlord Ledger or statement Formal notification from landlord to tenant for past due rent or eviction notice. Court documents
Landlord W-9 <small>Policy Ref: Chapter 75 of Title 29 DCMR - 7505.4</small>	Landlord	Required unless already on file	Current W-9 Management Agreement if check will go to someone other than the property owner (Landlord).

ERAP FAQs

ERAP FAQs for Readiness Team

Q: What is the Emergency Rental Assistance Program?

A: The Emergency Rental Assistance Program (ERAP) helps District residents earning less than 40% of the Area Median Income (AMI) who are facing housing emergencies, by providing funding for overdue rent including late fees and court costs if qualified household is facing eviction. The program also supports security deposits and the first month's rent for residents moving into new apartments. The amount paid on behalf of eligible households depends on a household's income and available resources and is subject to certain limitations.

Q: How much does ERAP provide for back rent arrears?

A: Per the U.S. Department of Housing and Urban Development's (HUD) Rent Reasonableness Guidelines, ERAP may provide up to five times the rental amount based on the area zip code and bedroom size of the apartment/house. <https://dhs.dc.gov/page/monthly-income-limits-fair-market-rent>

Q: How much does ERAP provide for security deposit and first month rent?

A: ERAP payment for the first month's rent shall not exceed the actual amount of one month's unsubsidized rent. The security deposit shall be the actual amount of the deposit which may not exceed one month's unsubsidized rent.

Q: Can I apply for security deposit and first month rent for a unit outside of DC?

A: When you apply for ERAP, you need to be a current DC resident. However, you are able to apply for security deposit and first month rent for a unit in a neighboring county (for example: Prince Georges County, Montgomery County, Arlington County, etc.).

Q: How many times a year can I apply for and receive ERAP?

A: You may apply for and receive ERAP once within a 12-month period.

Q: Do I have to be a DC resident to apply for DC ERAP?

A: Yes, DC ERAP is limited to current DC residents. To apply for the past due rent assistance program, you would need to be the leaseholder for a DC unit. In addition, you must be currently

leasing a DC unit for which you are applying for assistance. If you are currently a resident of Maryland or Virginia, please contact their local social services department.

Q: What is the general timeframe for my application to be processed?

A: Applications are processed in the order that they are received. Once you submit your application, it will be reviewed by one of six community based organizations that administer the ERAP program. When an organization has started reviewing your application, you will receive an email notification. Once all documents are submitted from both you and your landlord, your eligibility will be determined within ten days.

Note: Payments are always made directly to your landlord/property management company.

Q: What are the eligibility requirements?

A: To meet the basic eligibility requirements for ERAP, you need to be a DC resident, you need to be at least 30 days behind in rent for back rental assistance applicants or have a threat of homelessness for security deposit and first month's rent assistance applicants and your household needs to be under the income limits.

Q: What are the monthly income limits?

A: The monthly income limit depends on your household size. Here is a chart below that details the income limits per household size. <https://dhs.dc.gov/page/monthly-income-limits-fair-market-rent>

Household Size	40% AMI Annual Net Income	40% AMI Monthly Net Income
1	\$35,280.00	\$2,940.00
2	\$40,320.00	\$3,360.00
3	\$45,360.00	\$3,780.00
4	\$50,400.00	\$4,200.00
5	\$55,440.00	\$4,620.00
6	\$60,480.00	\$5,040.00
7	\$65,520.00	\$5,460.00
8	\$70,560.00	\$5,880.00
9	\$75,600.00	\$6,300.00
10	\$80,640.00	\$6,720.00

Q: How can I apply for ERAP?

A: There are 3 ways you can apply for ERAP. You can go to www.erap.dhs.dc.gov and submit an application and upload the required documents* online. This can be done on a computer or on a smart phone/tablet. If you do not have access to a computer or a smart phone/tablet and you are unable to complete the application online, you can call XXX-XXX-XXXX and get assistance in applying through the phone. You would need to have the required documents handy to send to the ERAP Representative helping you while on the phone. You may also submit a completed paper application with supporting documents at any of the 6 Community Based Organizations* that provide ERAP.

*You can find the list of the required documents below and also the list of the 6 Community Based Organizations at the end of this document.

Q: What documents do I need to submit with my application?

A: The following two documents are mandatory for all applications:

- **Proof of residency** (lease, letter from landlord)
- **Photo ID** for all adults in household (current government issued ID such driver's license, passport).

The following documents are desired but not mandatory if you complete the self certification. Providing these documents will make completing your application easier:

- **Proof of Income** for last 30 days (paystubs, SSI, SSDI, unemployment benefits, retirement, child support, TANF). If you don't have income, you would need to sign a 0 Income Statement.
- **Proof of resources or benefits** (bank statement from the last 30 days for all accounts, SNAP).

If applying for First Month/Security Deposit: **Proof of Rental Agreement** such as an approval notice for the new unit you applied for and **Documentation of Need for Assistance** such as homelessness verification, notice of eviction or voucher for new unit.

Additional documents may be requested throughout the application process.

Q: What documentation is needed from my landlord?

A: To complete your application, once you have submitted all the required Tenant documents, your Landlord is required to submit the following documents. Note: You, as the Tenant, may submit this information as well.

- For all Landlords:
 - o Updated rental ledger that shows the amount of past due rent.
 - o W-9 signed and dated.
 - <https://www.irs.gov/pub/irs-pdf/fw9.pdf> For the form.
 - <https://www.irs.gov/instructions/iw9> For Instructions.
 - o Management Agreement/Business License if payment is to be made to an entity other than the owner of the unit.
- Additionally, for private landlords:

- Copy of ID and proof of Social Security Number.

Q: Should I submit multiple applications if I don't receive any written or verbal communication from the program?

A: No, please only submit “one” application. Submitting multiple applications will not result in the application being processed faster.

Q: How do I check the status of my application?

A: You may go to www.erap.dhs.dc.gov and log in with your email and password to check the status of your application. You should also watch for emails regarding the status of your application. Please also check your spam folder for emails from the ERAP team. If you have not received any notifications, you may contact the call center at XXX-XXX-XXXX for an update if none is provided

Q: Which organizations provide ERAP?

A: The following agencies provide ERAP:

Catholic Charities

The Southeast Family Center

2812 Pennsylvania Ave SE Washington, DC 20020

Office: 202-338-3100 Fax: 202-338-3188

www.catholiccharitiesdc.org

Housing Counseling Services

2410 17th St NW Suite 100 Washington, DC 20009

Adams Alley (between Euclid and Kalorama Streets)

Office: 202-667-7006 Fax: 202-667-1267

www.Housingetc.org

Salvation Army

National Capital Area Command

1434 Harvard St NW Suite B Washington, DC 20009

Office: 202-332-5000 Fax: 202-332-5156

www.salvationarmynca.org

Additional Salvation Army Location

The Solomon G. Brown Social Services Center

2300 Martin Luther King Jr. Avenue SE Washington, DC 20020

Office: 202-678-9771 Fax: 202-889-8492

The Community Partnership for The Prevention of Homelessness (TCP) at Virginia Williams Family Resource Center

920 Rhode Island Ave NE Washington, DC 20018

Office: 202-312-5510 Fax: 202-312-5598

www.community-partnership.org

The United Planning Organization

2907 Martin Luther King Jr. Ave SE Washington DC 20032

Office: 202-562-3800 Fax: 202-562-3802

www.upo.org

The Greater Washington Urban League

2901 14th St NW Washington, DC 20009

Office: 202-265-8200 Fax: 202-387-6515

www.gwul.org

CREATING A GMAIL ACCOUNT FOR A TENANT

Steps to create a Gmail account for a Tenant who is applying and does not have a trusted friend's email or their own email.

1. Create a Google Account at <https://accounts.google.com/signup/v2/webcreateaccount?hl=en&flowName=GlifWebSignIn&flowEntry=SignUp>
 - a. Enter Customer Name
 - b. Enter Customer username such as firstname.lastname@gmail.com
 - i. If that customer username is already in use try adding a number after the firstname.lastname such as BetsyJones2233 in example below.
 - c. Create a password for Tenant
 - d. Click Next



Create your Google Account

First name Betsy	Last name Smith
---------------------	--------------------

Username betsyjones2233	@gmail.com
----------------------------	------------

You can use letters, numbers & periods

[Use my current email address instead](#)

Password Betsy2233	Confirm Betsy2233
-----------------------	----------------------


Use 8 or more characters with a mix of letters, numbers & symbols

☒ Show password


[Sign in instead](#)


Next


- e. If the Tenant has a mobile phone number, you can enter it here but you do not need to enter a phone number.
- f. Recovery email is optional.
- g. Enter birthdate and gender
- h. Click Next



Betsy, welcome to Google

 betsyjones2233@gmail.com

 ▼

Phone number (optional) 

Google will use this number only for account security. Your number won't be visible to others. You can choose later whether to use it for other purposes.

Recovery email address (optional)

We'll use it to keep your account secure

Month
March ▼

Day
30

Year
1975

Your birthday

Gender
Rather not say ▼

[Why we ask for this information](#)

[Back](#)[Next](#)

- i. Agree to Privacy and Terms.



Privacy and Terms

To create a Google Account, you'll need to agree to the [Terms of Service](#) below.

In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:

Data we process when you use Google

- When you set up a Google Account, we store information you give us like your name, email address, and telephone number.
- When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.
- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that use Google services like ads, Analytics, and the YouTube video player.

You're in control

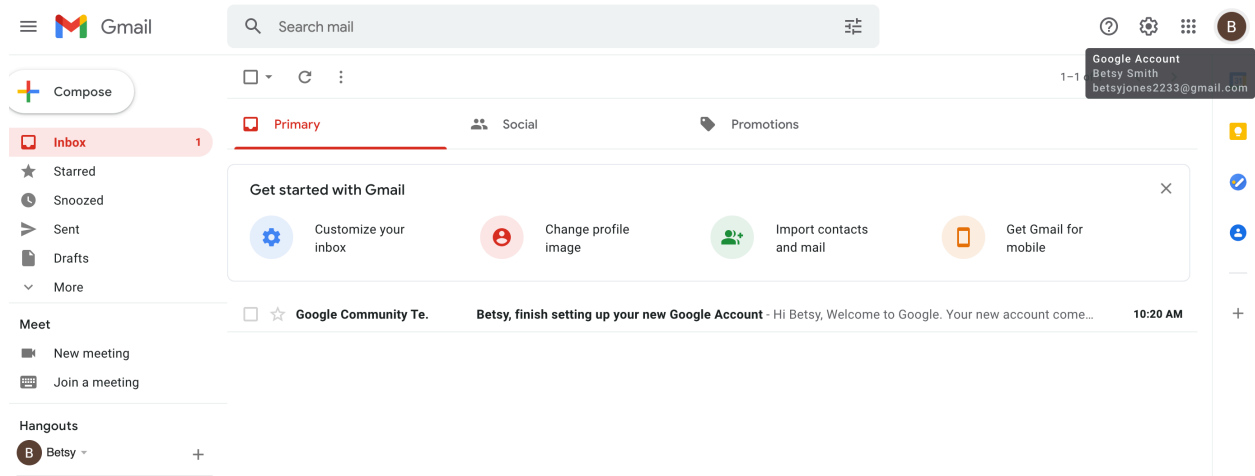
Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More Options" below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account (myaccount.google.com).

[More options](#) ▼

[Cancel](#)

[I agree](#)

j. Tenant now has an email account that you can use to Register the Tenant in .Net.



Follow up on New ERAP Act

Self-Certification:

Please begin using the form immediately. You do not need to wait for people to turn in documents. You CAN REQUEST that they turn in documents (e.g., bank statements, birth certificates, SSN cards, proof of income, etc.) but you CANNOT REQUIRE them. However, landlord documents are **required**.

Rental Assistance Caps:

- Household net income (chart below)
- FMR by zip code and bedroom size (chart below)
- Households can receive up to **five (5) times** the FMR for back rent.

EXAMPLE (RENTAL ARREARS):

- John's rental balance is \$1,300, according to his rental ledger
 - John lives in a one (1) bedroom apartment in 20032
 - The maximum amount that he would be allowed to receive is \$5,150
 - He would be approved for \$1,300. If he were to apply again within the 12 months plus 60 days, he would still be eligible to apply again and receive what is left from \$3,850.
- If there is a household with 7 or more people (applicant plus six or more) or disabled household, the household can receive **seven (7) times** the FMR for back rent.

EXAMPLE (RENTAL ARREARS/DISABLED OR LARGE HOUSEHOLD):

- Sally's rental balance is \$8,500, according to her rental ledger
 - Sally lives in a two (2) bedroom apartment in 20012
 - Sally is disabled
 - The maximum amount that she would be allowed to receive is \$9,380
 - She would be approved for \$8,500. If she were to apply again within the 12 months plus 60 days, she would still be eligible to apply again and receive what is left from \$880.
- It doesn't matter if a customer has a subsidy and the portion that they are required to pay is less than the FMR or full rental amount, you would use the FMR as the guideline for the maximum amount they can receive (cap)

EXAMPLE (RENTAL ARREARS/SUBSIDY):

- Keisha has a rental subsidy and pays \$100 per month in rent
- According to her rental ledger, Keisha's rental balance is \$2,000
- Keshia lives in a four (4) bedroom apartment in the zip code 20004
- The maximum amount that she would be allowed to receive is \$20,600
- She would be approved for \$2,000. If she were to apply again within the 12 months plus 60 days, she would still be eligible to apply again and receive what is left from \$18,600.

Security Deposit and First Month's Rent:

The maximum payment for a security deposit shall be the actual amount of the deposit, which may not exceed more than the cost one month's unsubsidized rent, as specified by the landlord.

The maximum payment for a first month's rent shall be the actual amount of one month's rent, which may not exceed more than the cost of one month's unsubsidized rent, as specified by the landlord.

- Allison is moving to a new apartment due a recent flood in her previous unit
- The landlord is requesting \$2,500 security deposit and \$2,500 for first month's rent
- The maximum amount that she would be allowed to receive is \$5,000

Applications:

If someone returns for assistance within the 12-month period during the public health emergency, they do NOT have to fill out a new application. You do need to obtain a self-certification document, current ledger and lease. Applications can remain open for 12 months.

Current Online Screening Process:

When a customer uses the online screening tool, they complete the same assessment that they have been doing in the past. The new change is that once that screening assessment is complete, they are taken to the ERAP Seamless Doc application to complete. Once they complete and sign electronically, that application is emailed to erap.program@dc.gov. The ERAP program at DHS will sign the application, track it and distribute to various providers.

Area Median Income (AMI)

HH Size	40% AMI Annual	40% AMI Monthly Income
1	\$35,280.00	\$2,940.00
2	\$40,320.00	\$3,360.00
3	\$45,360.00	\$3,780.00
4	\$50,400.00	\$4,200.00
5	\$55,440.00	\$4,620.00
6	\$60,480.00	\$5,040.00
7	\$65,520.00	\$5,460.00
8	\$70,560.00	\$5,880.00
9	\$75,600.00	\$6,300.00
10	\$80,640.00	\$6,720.00
11	\$85,680.00	\$7,140.00
12	\$90,720.00	\$7,560.00
13	\$95,760.00	\$7,980.00
14	\$100,800.00	\$8,400.00
15	\$105,840.00	\$8,820.00
16	\$110,880.00	\$9,240.00
17	\$115,920.00	\$9,660.00
18	\$120,960.00	\$10,080.00
19	\$126,000.00	\$10,500.00
20	\$131,040.00	\$10,920.00

FAIR MARKET RENTS

FAIR MARKET RENTS - DC					
ZIP Code	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
20001	\$2,080	\$2,130	\$2,430	\$3,120	\$3,780
20002	\$1,330	\$1,360	\$1,550	\$1,990	\$2,410
20003	\$2,270	\$2,320	\$2,650	\$3,400	\$4,120
20004	\$2,270	\$2,320	\$2,650	\$3,400	\$4,120
20005	\$2,160	\$2,210	\$2,520	\$3,230	\$3,910
20006	\$1,630	\$1,670	\$1,900	\$2,440	\$2,950
20007	\$1,880	\$1,920	\$2,190	\$2,810	\$3,400
20008	\$2,140	\$2,190	\$2,500	\$3,200	\$3,880
20009	\$2,180	\$2,230	\$2,540	\$3,260	\$3,950
20010	\$1,540	\$1,580	\$1,800	\$2,310	\$2,800
20011	\$1,210	\$1,240	\$1,410	\$1,810	\$2,190
20012	\$1,150	\$1,180	\$1,340	\$1,720	\$2,080
20013	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20015	\$1,590	\$1,630	\$1,860	\$2,380	\$2,890
20016	\$1,940	\$1,980	\$2,260	\$2,900	\$3,510
20017	\$1,330	\$1,360	\$1,550	\$1,990	\$2,410
20018	\$1,010	\$1,040	\$1,180	\$1,530	\$1,890
20019	\$990	\$1,010	\$1,160	\$1,530	\$1,890
20020	\$1,110	\$1,130	\$1,290	\$1,650	\$2,000
20024	\$1,660	\$1,700	\$1,940	\$2,490	\$3,010
20026	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20027	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20029	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20030	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20032	\$1,030	\$1,050	\$1,200	\$1,540	\$1,890
20033	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20035	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20036	\$1,730	\$1,770	\$2,020	\$2,590	\$3,140
20037	\$2,270	\$2,320	\$2,650	\$3,400	\$4,120
20038	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20039	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20040	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20041	\$1,700	\$1,740	\$1,980	\$2,540	\$3,080
20043	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20044	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20045	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20052	\$2,070	\$2,120	\$2,410	\$3,100	\$3,750

FAIR MARKET RENTS - DC

ZIP Code	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
20001	\$2,080	\$2,130	\$2,430	\$3,120	\$3,780
20002	\$1,330	\$1,360	\$1,550	\$1,990	\$2,410
20003	\$2,270	\$2,320	\$2,650	\$3,400	\$4,120
20004	\$2,270	\$2,320	\$2,650	\$3,400	\$4,120
20005	\$2,160	\$2,210	\$2,520	\$3,230	\$3,910
20006	\$1,630	\$1,670	\$1,900	\$2,440	\$2,950
20007	\$1,880	\$1,920	\$2,190	\$2,810	\$3,400
20008	\$2,140	\$2,190	\$2,500	\$3,200	\$3,880
20009	\$2,180	\$2,230	\$2,540	\$3,260	\$3,950
20010	\$1,540	\$1,580	\$1,800	\$2,310	\$2,800
20011	\$1,210	\$1,240	\$1,410	\$1,810	\$2,190
20012	\$1,150	\$1,180	\$1,340	\$1,720	\$2,080
20013	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20015	\$1,590	\$1,630	\$1,860	\$2,380	\$2,890
20016	\$1,940	\$1,980	\$2,260	\$2,900	\$3,510
20017	\$1,330	\$1,360	\$1,550	\$1,990	\$2,410
20018	\$1,010	\$1,040	\$1,180	\$1,530	\$1,890
20019	\$990	\$1,010	\$1,160	\$1,530	\$1,890
20020	\$1,110	\$1,130	\$1,290	\$1,650	\$2,000
20024	\$1,660	\$1,700	\$1,940	\$2,490	\$3,010
20026	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20027	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20029	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20030	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20032	\$1,030	\$1,050	\$1,200	\$1,540	\$1,890
20033	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20035	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20036	\$1,730	\$1,770	\$2,020	\$2,590	\$3,140
20037	\$2,270	\$2,320	\$2,650	\$3,400	\$4,120
20038	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20039	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20040	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20041	\$1,700	\$1,740	\$1,980	\$2,540	\$3,080
20043	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20044	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20045	\$1,410	\$1,440	\$1,640	\$2,100	\$2,550
20052	\$2,070	\$2,120	\$2,410	\$3,100	\$3,750

HH Size	40% AMI Annual	40% AMI Monthly Income
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4	\$50,400.00	\$4,200.00
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6	\$60,480.00	\$5,040.00
7	\$65,520.00	\$5,460.00
8	\$70,560.00	\$5,880.00
9	\$75,600.00	\$6,300.00
10	\$80,640.00	\$6,720.00
11	\$85,680.00	\$7,140.00
12	\$90,720.00	\$7,560.00

Attachment #113



PROGRAM POLICY + PROCEDURES DOCUMENT

DISTRICT OF COLUMBIA | DEPARTMENT OF HUMAN SERVICES

VERSION 1.0

Document Revision History

VERSION #	REVISION DATE	DESCRIPTION	REVISION TRACKING NOTES
1.0	TBD	Original Version	N/A

Contents

Document Revision History	i
Contents	ii
Program Overview	1
Definitions	2
Terms of Service	3
Household Eligibility	4
Documentation Requirements	10
Use of Program Funds	16
Application Process	17
Payment Process	23
Denials and Administrative Re-Reviews	27
Post-Payment Administration	29
Technical Assistance to Applicants	31
Fraud Waste and Abuse	34
Reporting	42
Compliance Monitoring	43
Appendix A: Income Limits	44

Program Overview

OVERVIEW

On January 5, 2021, the U.S. Department of the Treasury launched the Emergency Rental Assistance Program (ERAP) established by the Consolidated Appropriations Act, 2021. The ERAP makes available \$25 billion to assist households that are unable to pay rent and utilities due to the COVID-19 pandemic. The funds are provided directly to States, U.S. Territories, local governments, and Indian tribes (hereafter and collectively referred to as grantees). Grantees are able to use the funds to provide assistance to eligible households through existing or newly created rental assistance programs.

FUNDING ALLOCATION AND AVAILABILITY

ERAP funding is computed and allocated to eligible local governments, which includes a county, municipality, town, township, village, parish, borough, or other unit of general government below the State level with a population that exceeds 200,000.

Not less than 90 percent of awarded funds must be used for direct financial assistance, including rent, rental arrears, utilities and home energy costs, utilities and home energy costs arrears, and other expenses related to housing. Remaining funds are available for housing stability services, including case management and other services intended to keep households stably housed, and administrative costs. Funds generally expire on December 31, 2022.

STAY DC

Under Mayor Muriel Bowser's leadership, the District government is working to ensure residents have access to resources needed to help them stay in their homes. The District has already launched several programs to support tenants and Housing Providers negatively impacted by the COVID-19 pandemic. STAY DC provides funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic.

The STAY DC program is administered by the Department of Human Services (DHS) in collaboration with the Office of the Deputy Mayor for Planning and Economic Development (DMPED), the Office of the Deputy Mayor for Health and Human Services (DMHHS), and the Department of Housing and Community Development (DHCD).

Definitions

DEFINITIONS

- **Applicant** means the person who completed and submitted the ERAP application.
- **Area Median Income** is the midpoint of the region's income distribution, meaning that half of the households in a region earn more than the median and half earn less than the median.
- **Assistance Payments** mean payments made from the ERAP funding.
- **Case Manager** is an agent of the STAY DC program responsible for the review, monitoring, and evaluation of tenant and housing provider application with emphasis on eligibility and quality
- **CBO** refers to a **Community Based Organization** responsible for providing technical and programmatic assistance to applicants who may have limited technology access or capabilities.
- **Contact Center** refers to a customer service function that handles inbound and outbound customer communication over multiple channels to help resolve customer issues quickly, to track customer engagements, and to capture interaction and performance data.
- **Emergency Rental Assistance Program** or **ERAP** means the program created by Division N, Title V, Sec. 501 of the federal Consolidated Appropriations Act of 2021
- **Financial hardship** means a material reduction in income or material increase in living expenses associated with the coronavirus pandemic that has created or increased a risk of rent or utility delinquency, default, loss of utilities or home energy services, or displacement for a renter.
- **Household** or **Household Members** means all occupants of a residential dwelling including adult and minors
- **Limited equity cooperative (LEC)** is a homeownership model in which residents purchase a share in a development (rather than an individual unit) and commit to resell their share at a price determined by formula—an arrangement that maintains affordability at purchase and over the long term.
- **Payee** means housing providers and/or utility providers.
- **Period of assistance** means the timeframe (i.e., specific months) for which funds are paid to payees
- **"Rent-to-own" agreements** are those where a renter has the option (or obligation) to purchase the property at the end of the lease term.
- **Residential Unit or Residential Property or Residential Dwelling** means a single family dwelling, including manufacture dwellings, or a single-family dwelling unit in a structure that contains more than 1 separate residential dwelling unit, and in which each such unit is used or occupied, or intended to be used or occupied, in whole or in part, as the home or residence of one (1) or more persons. Residential dwelling includes the parcel of land on which a manufactured or mobile home occupies irrespective of whether the applicant owns the manufactured or mobile home.
- **State** means any state of the United States, the District of Columbia, the Commonwealth of Puerto Rico, Guam, American Samoa, the United States Virgin Islands, and the Commonwealth of the Northern Mariana Islands.
- **Tenant** means a person who occupies property rented from a housing provider.
- **U.S. Department of Treasury (or Treasury)** is the federal agency recognized as the grantor of the ERAP program and the provider of the governing program guidelines under which STAY DC is implemented.

Terms of Service

TERMS OF SERVICE

By receiving assistance, the tenant and payee shall agree to the following:

- a. Payments shall be made directly to the payee. If a payee does not wish to participate, funds may be paid directly to the tenant, if approved.
- b. For prospective payments, the tenant does not intend to vacate the unit.
 - i. The tenant has no right to the assistance funds paid. If the unit is vacated during the period of assistance, payments will be pro-rated and refunded to the program, not the tenant.
- c. For rental payments, the housing provider shall:
 - i. Not evict the tenant for nonpayment of rent or related fees during the period of assistance. This does not limit the housing provider's right to evict for health, safety, or other reasons.
 - ii. Cease any eviction proceedings, including not executing any writ of removal.
 - iii. Accept payment for back rent as payment in full.
- d. May only receive payments for the renter-paid portion of rent and utility costs that are not paid for by other assistance programs.
- e. Shall agree to comply with all applicable federal law, regulations, executive orders, policies, procedures, and directives.
- f. Confirm that the application contains complete and accurate information.
- g. For payees, the funds are considered income and shall be subject to applicable income tax declaration.

CONFIDENTIALITY

Subject to certain limited exceptions, the information provided by a tenant is kept confidential. Although the District of Columbia may issue public reports on the use of funds, no personally identifiable information on the tenants' participation in this program will be published.

AUDIT

Both payees and tenants agree that they will comply with all applicable program requirements and that they will be subject to oversight monitoring and/or audit from the District of Columbia, the US Treasury Department and applicable designees. Confirmed instances of non-compliance may result in recoupment of funds and/or suspension from participation in current and future assistance programs. This may require providing additional supporting documentation beyond what was supplied in the initial application.

OPEN RECORD

Payees shall agree to public reporting of their name and select award information as part of the District's public transparency and accounting on [Open Government | DC](#).

Data may be suppressed if tenant identifying information can be deduced from the information provided on [Open Government | DC](#)

Household Eligibility

RENTER ELIGIBILITY

An “eligible household” is defined as a renter household in which at least one or more individuals meets **ALL** of the following criteria:

- Currently resides District residents (i.e., primary physical residence within the geographic boundaries of the District of Columbia) and obligated to pay rent on a residential dwelling;
- qualifies for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 outbreak;
- Demonstrates a risk of experiencing homelessness or housing instability; and
- Has a household income at or below eighty percent (80%) of area median.

DISTRICT RESIDENCE REQUIREMENT

Individuals within a renter household are considered residents if the rental unit or dwelling for which assistance is sought is located within the geographic boundaries of the District of Columbia.

Obligation to Pay Rent

Program applicants must be able to demonstrate a current obligation to pay rent on a rental dwelling. This obligation can be based on a formal agreement or covenant (e.g., rent/lease/sublease or Limited Equity Cooperatives agreements) or other reasonable arrangements based on prevailing market rates.

Homeowners

Homeowner individuals or households (i.e., households with mortgage obligations and NOT rental/lease payment obligations to a Housing provider) are considered **INELIGIBLE** to participate in this program.

Business Renters

Businesses that rent office space or rental units are **NOT** eligible to participate in this program.

Rent-to-Own Arrangements

Rent-to-own agreements constitute an “obligation to pay rent on a residential dwelling” under which the renter has the option (or obligation) to purchase the property at the end of the lease term. Households in Rent-to-own agreement, if neither the renter nor a member of his or her household:

- Are a signor or co-signor to the mortgage on the property;
- Hold the deed or title to the property; and,
- Have exercised the option to purchase.

Citizenship and Immigration Status

Tenants do **NOT** need to be U.S. Citizens or have legal resident status to be eligible to participate in the STAY program. To this end, the Social Security Number (SSN) will not be considered a mandatory data point to be provided by Tenants unless they have indicated being recipients of federal assistance program such as Medicare, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Unemployment Assistance, etc.

COVID-19 IMPACT REQUIREMENT

Unemployment

An individual within a renter household is considered unemployed if he/she has applied for and been approved to receive unemployment insurance benefits by an applicable federal, state or local agency on or after January 1, 2020.

Reduced Household income

Reduction in household income is defined as a loss of wages or compensation. A loss of \$1 or more is considered a loss of wages.

Household income includes income for all adults counted in the household size.

Potential sources of income includes but is not limited to: salary, wage, tips, commissions, business income, interest, dividend, social security benefit, annuities, insurance, Social Security, insurance policies, retirement funds, pensions, disability or death benefits, unemployment and disability compensation, worker's compensation and severance pay, and welfare assistance payments.

Household income is determined to have been reduced if at any time after the emergency declaration date, the household income was negatively impacted by the coronavirus pandemic as a result of:

- Business closure
- Being laid-off or furloughed
- Work hours reduced
- Employer or business unable to operate as usual due to related shelter-in-place orders
- Salary or pay cut
- Voluntary departure from work as a result of being in an at-risk group, or having to care for a family member in an at-risk group

Significant Costs

Significant costs are defined as any expense incurred as a result of responding to the COVID-19 pandemic and may include but is not limited to medical, childcare, transportation, funeral/burial and other living costs.

Other Financial Hardship

Financial hardship is defined as any negative financial impact that the family experienced as a result of COVID-19. An individual or household can also be determined to have experience financial hardship if one or more individual have enrolled in or are recipients of federal, state or local government assistance programs (e.g., Medicaid, SNAP, TANF).

RISK OF HOUSING INSTABILITY OR HOMELESSNESS REQUIREMENT

Risk of experiencing homelessness and housing instability is defined as the household (i) accumulating at least one month of rental arrears in their current residence due to COVID-19 (refer to HUD definition of *at-risk homelessness* in the Interim Rule of the HEARTH Act) (ii) rent notice or eviction notice, (ii) unsafe or unhealthy living conditions.

Contextual condition for housing instability may include:

- Income <30% of AMI
- Severe housing cost burden (paying more than 50 percent of household income on housing costs)

- Doubling or tripling up with other households (household overcrowding; exceeding occupancy limit)
- Experiencing homelessness at the time of application
- An eviction notice
- A past due rent notice
- A notice of utility shutoff

Living in unsafe or unhealthy living conditions include:

- Such as conditions that increase the risk of exposure to COVID-19 because of overcrowding (e.g., more than two (2) people to a bedroom, couch surfing, or otherwise living in the home of another due to economic hardship)
- Insufficient heat, no heat, or a broken furnace due to equipment failure, not nonpayment of utilities;
- Lack of running water;
- Lack of access to a separate kitchen area;
- Infestations (e.g., rodent, mold);
- Major deferred maintenance; and/or
- Interior peeling paint in structures built prior to 1978.
- Informal rental arrangements with little or no legal protection
- History of or potential for exposure to intimate partner violence, sexual assault, or stalking
- Fleeing or attempting to flee domestic violence;
- Harassment or verbal threats of eviction by a landlord
- Evidence the household is relying on credit cards, payday lenders, or other high-cost debt products, or depleting savings, to pay for rent or utilities, rather than wages or other income
- Recent discharge from a state institution; or
- Unaccompanied minor status.

Declaration of unsafe or unhealthy living conditions shall be documented by a written attestation signed by the applicant. STAY DC will perform random audits of these risks by requesting verification such as documentation of requests to housing provider for maintenance, documentation from a government agency that the housing is uninhabitable or unsafe, bills for fumigation/quotes from a fumigator, photographs, attestation from a case worker, victim advocate, parole agent, etc.

HOUSEHOLD INCOME AT OR BELOW 80% AMI

Income Determination

Household income is determined using one of the two following methods:

- **2020 Annual Income:** Sum of all your rental household members' income for calendar year 2020 using the Adjusted Gross Income (AGI) as noted on your Internal Revenue Service (IRS) Form 1040 series for individual Federal annual income tax purposes; or
- **Recent Annual Income:** Sum of all your household members' income in the last two months and multiplied by 6. If this method is used to determine income eligibility, applicants will need to recertify their income every 3 months for any award extensions applied for by the applicant.

Household Size

Household size is the total count of:

- All renters named on the lease agreement for the property;
- Any minor children living in the home; and

- Any other individuals living in the household on a regular basis, meaning more than 50% of the time for which the applicant is seeking assistance.

Categorical Eligibility

To ease the qualification and computation process, the District will consider as **income qualified** any household that already qualifies for assistance under any one of the following programs:

- COVID-19 Housing Assistance Program (CHAP)
- Tenant-Based Rental Assistance (TBRA)
- Housing Stabilization Grant (HSG)
- DC Emergency Rental Assistance Program (Local ERAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

Do note that all other eligibility requirements will still have to be attained to be considered eligible for the STAY DC program

AVAILABILITY OF ASSISTANCE

Eligible households may receive up to **twelve (12) months of assistance, plus an additional three (3) months** if funds are available and it is determined that the extra months are needed to ensure housing stability. The payment of existing housing-related arrears that could result in eviction of an eligible household is prioritized. Assistance will be provided to reduce an eligible household's rental arrears before the household may receive assistance for future rent payments. Once a household's rental arrears are reduced, the District may commit to providing future assistance for up to three months at a time. Households may reapply for additional assistance at the end of the three-month period if needed and the overall time limit for assistance is not exceeded.

STAY DC will pay the full amount of documented household arrearages, for a maximum of eighteen (18) months., to the extent that funds are available. Considerations will be made for an additional three months of assistance to ensure housing stability. The applicant's arrears (retrospective to March 2020) will be paid first, with the remainder available for future rent (through December 2021).

Housing Stabilization is defined, for the purpose of the ERAP, as assistance that support households in keeping their existing housing

PRIORITIZATION OF ASSISTANCE

Under the STAY program, eligible households that include an individual who has been **unemployed for 90 days prior to application for assistance** and households with **income at or below 50 percent of the area median** are to be prioritized for assistance.

CONTINUED RISK OF HOUSING INSTABILITY

Given the persistent nature of the COVID-19 pandemic, it is expected that renter households who apply for the STAY DC program may continue to face the risk of housing instability and need continued assistance into the future. To this end, STAY DC has determined that any request for the 15 months of assistance allowable under ERA1 constitutes an ongoing risk of housing instability. Such circumstances thus make the household eligible to seek an additional three (3) months of assistance under ERA12 to bring the total allowable months of assistance to eighteen (18) months.

DUPLICATION OF BENEFITS

Rental assistance provided to an eligible household should not be duplicative of any other federally funded rental assistance provided to such household.

An eligible household that occupies a federally subsidized residential or mixed-use property may receive ERAP assistance, provided that ERAP funds are not applied to costs that have been or will be reimbursed under any other federal assistance.

If a household receives rental assistance other than the ERAP, the ERAP assistance may only be used to pay for costs, such as the tenant-paid portion of rent and utility costs, that are not paid for by other forms of assistance.

Families currently receiving duplicative federally subsidized rental assistance will not be considered eligible for ERAP assistance.

Families who have been assisted under a previous rental assistance program in the last 12 months can be evaluated for additional assistance for periods not previously covered.

STAY DC may review the household's income and available sources of assistance to confirm that the ERAP assistance does not duplicate any other assistance, including federal and District assistance provided for the same costs.

If STAY DC determines that the ERAP assistance would result in duplicative benefits, the applicant will be denied assistance for the month that duplicate assistance has been identified.

Housing Provider & Utility Provider Eligibility

HOUSING PROVIDERS

An “eligible housing provider” is defined as an individual or legally registered District business, regardless of classification (e.g., sole proprietorship, partnership, Limited Liability Company (LLC), Limited Liability Partnership (LLP), Corporation (S-Corp, C-Corp) or Non-Profit) that:

- Owns or manages a residential property within the physical boundaries of the District; and
- Leases or sublets all or a portion of said residential property to one or more eligible households

UTILITY PROVIDERS

An “eligible utility provider” is defined as a recognized public utility company duly registered to provide one of the following services within the geographic boundaries of the District:

- Electricity
- Gas
- Water and Sewer

At this time, the following are recognized public utility providers within the District: PEPCO (Electricity), Washington Gas, and DC Water.

PROVIDER PARTICIPATION

U.S. Treasury expects that in general, rental and utility assistance can be provided most effectively and efficiently when the Housing Provider or utility provider participates in the program. As required by the Act, the District will make reasonable efforts to obtain the cooperation of Housing Providers and utility providers to accept payments from the STAY DC program.

Outreach will be considered complete if:

- a request for participation is sent in writing, by mail, to the housing or utility provider, and the addressee does not respond to the request within 14 calendar days after mailing;
- the District has made at least three attempts by phone, text, or e-mail over a 10 calendar-day period to request the housing or utility provider’s participation; or
- a housing provider confirms in writing that the housing provider does not wish to participate. The final outreach attempt or notice to the housing provider will be documented.

A housing provider that wishes not to participate in the program can send written notice via email to stay@dc.gov

Documentation Requirements

IMPORTANCE OF DOCUMENTATION

Adequate supporting documentation is an important component of the application process as it serves as the basis through which the District can validate your eligibility to participate in the program. This document is intended to provide you with an overview of the documentation requirements for the STAY DC program.

According to US Treasury guidance under the Emergency Rental Assistance Program, to be eligible, a household **must be obligated to pay rent on a residential dwelling** and the grantee must determine that:

REQUIREMENT #1

One or more individuals within the household has **qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship** due, directly or indirectly, to the COVID-19 outbreak; and

REQUIREMENT #2

One or more individuals within the household can **demonstrate a risk of experiencing homelessness or housing instability**; and

REQUIREMENT #3

The household has a **household income at or below 80% of area median income**.

As a result, in addition to filling out the application questions, a complete application will require the following documents to be uploaded:

1. Proof of identity;
2. Proof of rental obligation;
3. Proof of financial impact;
4. Proof of risk of experiencing housing instability or homelessness;
5. Proof of income qualification;

Examples of acceptable forms of each document type are provided below. Where applicable, these examples have been listed in the order of preference. Further, one or more document types may be required to satisfy the eligibility check requirements.

In select instances, written attestations may be accepted in lieu of standard supporting documentation.

DOCUMENT FORMAT

- Documentation will be accepted in any of the following file types: doc, docx, pdf, xls, xlsx, jpg, or png.
- Individual file uploads will be limited to a size limit of 20MB on the online application portal.

PROOF OF IDENTITY

To help minimize the potential for fraud risk, the STAY DC program is committed to taking reasonable steps to validate the identity of each individual applicant to the program. STAY DC will use Experian third party system verify identity of individual and company applicants. Applicants where identity is not able to be verified by Experian, may be required to provide additional documentation.

Acceptable identification must include the family member's name and date of birth. Some examples of acceptable identification are a driver's license, birth certificate, passport, or County-issued ID.

To prove identity, **ONE** of the following document types is required for the primary applicant:

- A valid (or expired eight years or less) photo driver license or photo identification card issued by the District of Columbia or another State jurisdiction
- International Passport or Passport Card valid or expired 5 years or less
- U.S. Permanent Resident Card or Alien Registration Receipt Card
- U.S. government and military dependent identification card
- A valid photo ID card from any U.S. university, college, technical college or high school. The card must contain your name and photograph
- Verifiable employer-issued ID card provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address

PROOF OF RENTAL OBLIGATION

According to US Treasury guidance under the Emergency Rental Assistance Program, to be eligible, a household must be obligated to pay rent on a residential dwelling. Proof of rental obligation includes any **ONE** of the following:

Written Rental or Lease Agreement or Sublease Agreement

If reasonably available to the applicant, applicant shall provide a written lease, signed by the applicant and the housing provider or sublessor, and in effect for the time period the applicant is seeking assistance. The lease shall identify the housing provider, the tenant, the rental unit address, the effective dates of the lease, and the rental payment amount. Also, agreement should indicate if utility amounts are included or excluded from the rental payment amount.

Other documentation may include:

- Lease and Past Due Notice
- Notice of rent arrears issued by the rental property owner
- Eviction Notice
- Summary Process Summons and Complaint identifying the applicant(s) as the Defendant(s)/Tenant(s)/Occupant(s), which sets forth a hearing date within thirty (30) days is required as proof of rent arrearage.

No Written Rental or Lease Agreement or Sublease Agreement

If no written lease exists or the applicant cannot reasonably obtain a copy of the written lease, the applicant shall provide documentation of residence and documentation of the rental payment amount using:

- Bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent
- A written attestation by a case worker, government agency or a housing provider who can be verified as the legitimate owner or management agent of the rental unit

The attestation shall identify the housing provider, the tenant, the rental unit address, the effective dates of the lease, and the rental payment amount. Also, attestation should indicate if utility amounts are included or excluded from the rental payment amount.

Self-Attestation

If the applicant can document residence but cannot document the rental payment amount, the applicant may provide written self-attestation that identifies the housing provider, the tenant, the rental unit address, the

effective dates of the lease, and the rental payment amount. Also, the attestation should indicate if utility amounts are included or excluded from the rental payment amount.

Limits on Assistance. Per Treasury guidance, the use of self attestation to demonstration rental obligation will result in the limitation of payments to a monthly maximum of 100% of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at <https://www.huduser.gov/portal/datasets/fmr.html>; and,

Further, assistance provided based on written self-attestation of the rental payment amount is limited to three (3) months total.

PROOF OF UTILITY OBLIGATION

All payments for utilities and home energy costs should be supported by a bill, invoice, or evidence of payment to the provider of the utility or home energy service.

Utilities and home energy costs that are covered by the landlord will be treated as rent and should be noted in the lease or in an outlined document.

REQUIREMENT #1: FINANCIAL IMPACT QUALIFICATION

An applicant can demonstrate financial impact of COVID via any **ONE** of:

- qualification for unemployment benefits
- a reduction in household income
- incurred significant costs,
- other financial hardship

Acceptable documentation for each category includes any **ONE** of the following:

UNEMPLOYMENT BENEFITS

- Unemployment benefits award letter
- Confirmation from agency database, if available
- Written attestation from a caseworker or government agency with requisite knowledge of unemployment qualification

REDUCTION IN HOUSEHOLD INCOME

- Letter from employer stating reduced wages, termination, or furlough
- Layoff letter from employer
- Unemployment letter dated from 3/13/2020 to current
- Print out from Unemployment on benefits received in the last 30 days
- Notice of business closure on employer website
- Letter from healthcare provider stating they were sick and unable to work
- Letter from workforce solutions
- Written attestation or letter from employer showing a decrease in household income as a result of COVID
- Self-attestation evidencing a decrease in household income as a result of COVID

SIGNIFICANT COSTS

- Copies of medical, childcare, transportation, or other significant expenses your household has incurred as a result of COVID

- Healthcare costs, including care at home for individuals with COVID-19
- Adverse healthcare impact/Increased healthcare costs (medical bills, receipts, etc.)
- Expenses incurred due to quarantining, social distancing, or relocation expenses
- Expenses for childcare due to school closures as a result of COVID-19
- Purchase of personal protective equipment (PPE)
- Funeral or burial costs for family members as a result of COVID-19
- Penalties, fees, and legal costs associated with rental or utility arrears?
- Payments for rent or utilities made by credit card to avoid homelessness or housing instability
- Alternative transportation for households unable to use public transportation during the pandemic
- Written attestation a caseworker or government agency with requisite knowledge of significant costs incurred as a result of COVID
- Self-attestation showing a decrease in household income as a result of COVID

These costs may be verified with receipts, payment statements, bank or credit card statements, or other documentation.

OTHER FINANCIAL HARDSHIP

- Approval or award letter for federal, state or local government assistance programs (e.g., Medicaid, SNAP, TANF)
- Written attestation from an employer, caseworker or government agency with requisite knowledge of financial hardship
- Self-attestation of leaving work to care for children, elderly, or disabled family members;
- Self-attestation of leaving work due to being in an at-risk group, or having a family member in an at-risk group

REQUIREMENT #2: RISK OF HOUSING INSTABILITY OR HOMELESSNESS QUALIFICATION

The Act requires that one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability, which may include (i) a past due utility or rent notice or eviction notice, (ii) unsafe or unhealthy living conditions, or (iii) any other evidence of risk, as determined by the grantee.

PAST DUE UTILITY OR RENT NOTICE OR EVICTION NOTICE

- Copy of a past due utility bill
- Copy of a past due rent notice
- Copy of an eviction notice, notice of an eviction lawsuit or eviction court hearing date for nonpayment of rent
- Copy of a recent rent and utility bill indicating that you pay more than 50% of your household income on rent (we will use your income and rent information from the application to make this determination for you).
- A written attestation from your Housing Provider, caseworker or a government agency addressing your risk for housing instability or homelessness. Attestations should come on letterhead of the organization (where applicable) and include at a minimum, name of attestor, title, name of organization, address phone number, email address, and relevant information about you or your household member(s).
- A self-attestation describing the household's risk for housing instability or homelessness

UNSAFE OR UNHEALTHY LIVING CONDITIONS

Self attestation or a written attestation from a housing provider, caseworker or government agency evidencing unsafe or unhealthy living conditions, including but not limited to:

- Insufficient heat, no heat, or a broken furnace due to equipment failure, not nonpayment of utilities;
- Lack of running water;
- Lack of access to a separate kitchen area;
- Infestations (e.g., mold, rodent);
- Major deferred maintenance; and/or
- Interior peeling paint in structures built prior to 1978.

Other evidence of risk includes, but is not limited to, the following:

- Living “doubled up,” couch surfing, or otherwise living in the home of another due to economic hardship;
- Fleeing or attempting to flee domestic violence;
- Crowding (more than two (2) people to a bedroom);
- Recent discharge from a state institution; or
- Unaccompanied minor status.

STAY DC will perform random audits of these risks by requesting verification such as documentation of requests to housing provider for maintenance, documentation from a government agency that the housing is uninhabitable or unsafe, bills for fumigation/quotes from a fumigator, photographs, attestation from a case worker, victim advocate, parole agent, etc.

REQUIREMENT #3: HOUSEHOLD INCOME QUALIFICATION

Household income includes income for all adults counted in the household size. Potential sources of income includes but is not limited to: salary, wage, tips, commissions, business income, interest, dividend, social security benefit, annuities, insurance, Social Security, insurance policies, retirement funds, pensions, disability or death benefits, unemployment and disability compensation, worker's compensation and severance pay, and welfare assistance payments.

One or more of the following documentation types is required of all applicants, demonstrating the household's income, in accordance with the income selection of (1) annual or (2) monthly at time of application.

Applicants will be required to provide income documentation for **every adult member of the household**.

Depending on the sources of household income, documentation **MAY** include any **one or more** of the following:

For Annual Income:

- 2020 Tax Return (1040, 1040EZ, etc.)
- 2020 W2 from Employer
- 2020 1099 Tax Form
- Year-to-date profit/loss statement or other documentation of income from the operation of a business or profession, including direct payments for services or self-employment including for self-employed individuals
- Other evidence of annual income (e.g., wage statement, interest statement, unemployment compensation statement)
- If none of the above available, self-certification form. If self-certification is relied on, the DHS will reassess household income every three months, as needed to determine additional subsidy eligibility.

For Monthly Income:

- One (1) pay stub, at minimum, for wages or salary (including statements from PayPal, Venmo or CashApp payments for gig workers) dated within the last 60 days (Documentation must demonstrate a full months' worth of consecutive pay)

- Social Security benefit letter dated within the last 12 months
- Unemployment benefits letter dated with the last 60 days
- Child Support Payment Report from the DC Department of Human Services
- Letter from parent payment child support for Child Support payments made outside of the Department of Human Services. Letter must be dated within the last 60 days
- Documentation of receipt of income-qualifying assistance, such as that from programs including SNAP, TANF, SSI, WIC, Head Start and Medicaid
- If none of the above available, self-certification form. If self-certification is relied on, the DHS will reassess household income every three months, as needed to determine additional subsidy eligibility

Other

- Bank statements demonstrating income deposits
- Documentation of Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits and other similar types of periodic receipts
- Documentation of child support, alimony, or foster care payments
- Written attestation from employer or government agency indicating wages earned or government assistance provided to a household member
- Self-attestation from the applicant demonstrating current household financial situation and inability to provide supporting documentation

In the case that both annual and monthly income documentation is provided, STAY DC will use the lower of the two in determining program eligibility and AMI.

In determining annual income, Federal Pandemic Insurance Payments are excluded.

Use of Program Funds

ELIGIBLE COST CATEGORIES

Eligible households can receive financial assistance to cover housing-related costs including but not limited to:

- Rent and rental arrears
- Separately stated charges related to the occupancy of a rental dwelling such as:
 - Electricity
 - Gas
 - water and sewer

Although guidance issued by Treasury permits the coverage of additional housing related expenses beyond those mentioned above, eligible scopes of services under this Program will **NOT** include:

- relocation expenses and rental fees;
- internet service for distance learning, telework, and telemedicine and obtain government services; and
- housing stability services such as housing counseling, fair housing counseling, case management related to housing stability, housing related services for survivors of domestic abuse or human trafficking, attorney's fees related to eviction proceedings, and specialized services for individuals with disabilities or seniors that supports their ability to access or maintain housing.

INELIGIBLE COST CATEGORIES

The following utility costs are considered **INELIGIBLE** under the Program:

- Mortgage payments
- Maintenance costs
- Home security
- Landscaping and lawn care
- Homeowners association fees
- Security deposits

LATE FEES

Current DC law prevents renters from being charged late fees for the duration of the public health emergency. However, at any time after the expiration of the public health emergency period, late fees will be limited to no more than 5% of approved rent paid, so long as the total assistance per household does not exceed the maximum assistance available.

PERIOD OF COVERAGE

Assistance to eligible households for the aforementioned eligible cost categories will be provided for periods beginning no earlier than April 1, 2020 and no later than September 30, 2022.

FUNDING LIMITATIONS

The District also double checks if payment or the unit has not been received from other rental assistance programs prior approving requests.

The District will fund each request for rental and utility assistance to the degree requested amounts can be validated as accurate and legitimate. However, if a written attestation is used to validate the need for assistance, federal regulations require that assistance provided to households will be capped at up to a monthly maximum of 100% of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at <https://www.huduser.gov/portal/datasets/fmr.html>

Application Process

OUTREACH AND AWARENESS

STAY DC has implemented a robust marketing and outreach program to facilitate awareness of the program and its benefits to residents of the District using traditional (e.g., print, radio, billboards, etc.) and non-traditional media (e.g., social media)

Additionally, the program has launched a public-facing website at stay.dc.gov from which potential participants can learn more about the program and access useful resources such as frequently asked questions (FAQ), tenant eligibility certification, and application user guides.

APPLICATION INTAKE

Households that wish to receive ERAP assistance must apply for the program and provide all necessary information to establish eligibility.

Applications will primarily be accepted online. Accommodations will be made to assist families in completing the online application as requested.

Online application portal is accessible through the stay.dc.gov website. Further, the website houses paper-based applications that can be downloaded and printed and turned in to select CBO locations for digitization.

TIER 1 REVIEW

The following procedures are completed as part of the detailed review under Tier 1:

- cursory review of application responses for completeness
- Review documentation of financial impact of COVID (e.g., unemployment, reduction in income, significantly increased expenses, or other financial hardship) is reasonable and congruent with program requirements
- Confirm income qualification by reviewing listing of individual household and income against income documentation provided ("documented income")
- Confirm that "documented income" is still at 80% AMI or below
- Confirm rental qualification by reviewing proof of rental agreement and confirm alignment to assertions in application (e.g., address, landlord information, monthly rent amount, inclusion or exclusion of utilities)
- Review amount requested by tenant and reconcile against amount requested by housing provider
- Confirm rental Review proof of rental obligation (e.g., rent ledger) and confirm and modify amount requested in application aligns with actual amounts owed on document
- Review periods of request and confirm alignment with rental obligation and program timelines (i.e., confirm pre-April 2020 amounts not included in requests for April 2020 and later)
- Determine if application is an extension and confirm amount requested has not been previously approved
- Perform validation checks on business license and property tax data
- Review results of PI assessments, perform research on all PI codes (e.g., extension, duplicate applications, duplication of benefits, based on potential issues identified)
- Perform potential duplication of benefits by checking applicant information against District-provided files for other rental assistance programs (currently 5 or 6 programs and different data formats for each file)

- Document findings including results of all checks above and internal notes for QAQC and audit trail preservation
- Where applicable, engage supervisors for case escalation or technology for tech support
- Where applicable, make outbound calls to applicants to get additional information to troubleshoot case further
- Collaborate with QAQC to address any cases wherein additional information is required or adjustments to findings are necessary

TIER 2 REVIEW

The following procedures are completed as part of the quality assurance / quality control review under Tier 2:

- Verify income qualification/proof of income documentation (i.e., applicant household is under AMI)
- Verify agreement is provided for correct address (and monthly rent/signatures)
- Verify rent and/or utility tables are populated with correct amounts
- Verify account number is present for utility requests
- Verify payment line item matches funded amount
- Verify external notes follow template/are formatted correctly
- Verify PI check to for any extensions/duplicate applications

FUNDING DECISION

The following procedures are completed as part of the detailed review under Funding Decision:

- Generate report of all pending approvals and rejections
- Perform control totals review
- Review decisions flags (e.g., PI pass, landlord pass, DOB pass) are consistent with case decision
- Identify outlier amounts (e.g., zero payments)
- Research and resolve any noted issues including updating case decision and documentation
- Send email to client and receive approval
- Perform final reconciliation with technology and generate payment file
- Post payment file to OCFO site
- Receive and ingest feedback file from OCFO

RE-REVIEW

The following procedures are completed as part of the detailed review under Re-Review:

- Identify original reason for denial
- Determine applicable information or documentation that would be acceptable to address rejection
- Review new information and supporting documentation provided by applicant
- Document our review or findings for the new information or documentation provided
- Coordinate with Appeals Supervisors and QAQC to escalate and resolve difficult cases
- Coordinate with CC if outbound calls are required

NOTIFICATIONS

Along each of the various phases, STAY DC will notify applicants:

- Upon registration with an online account
- Upon online submission of an application
- After staff review is complete, including notification of any missing documents

RECERTIFICATIONS

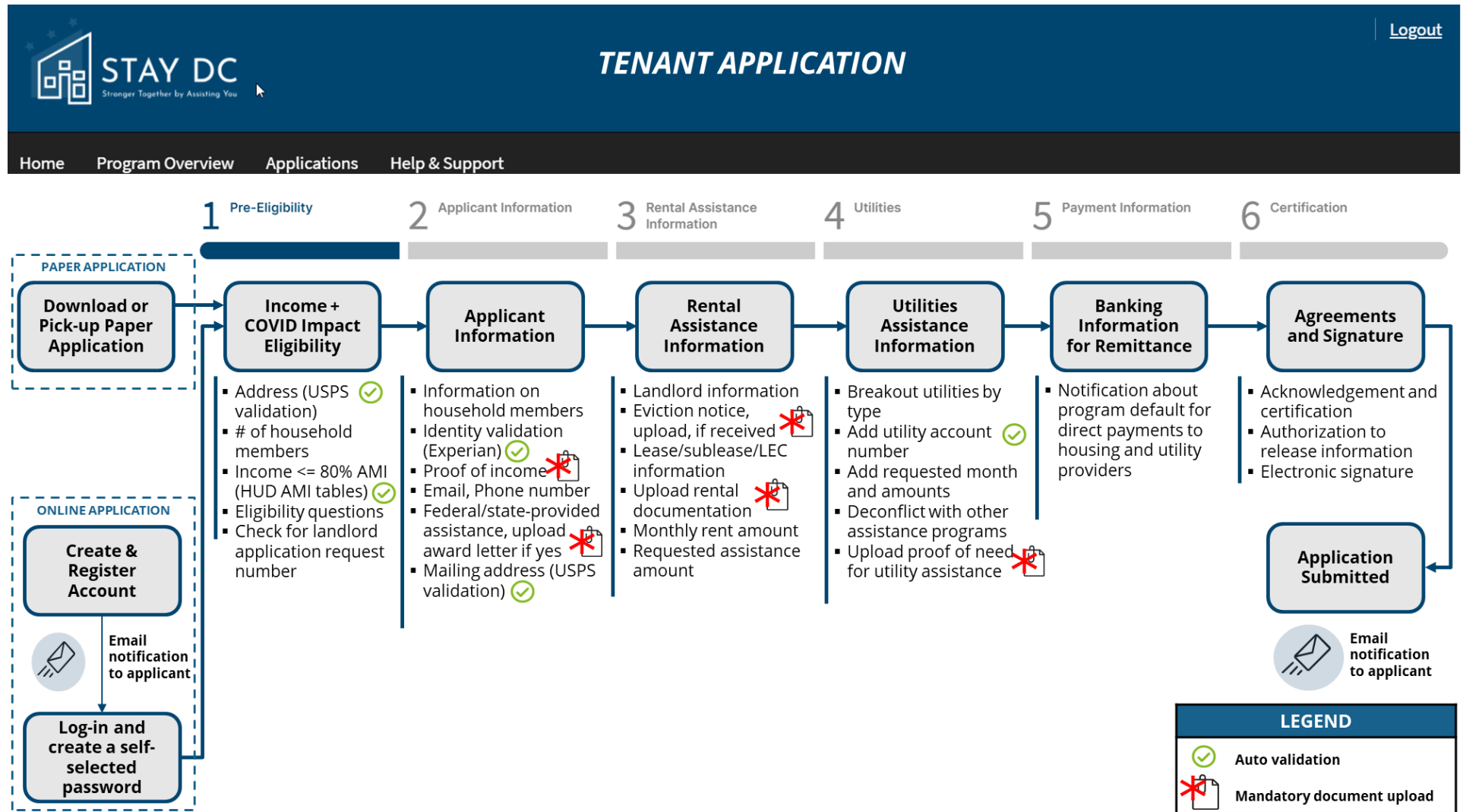
Households who have already received assistance who have not yet reached the maximum overall limit may choose to reapply for additional assistance. If the household elects to apply for additional assistance in the form of a housing stabilization stipend, they must provide verification of current need, which includes COVID hardship and income. Documentation dated within 30 days of the recertification is required.

EXPEDITED QAQC

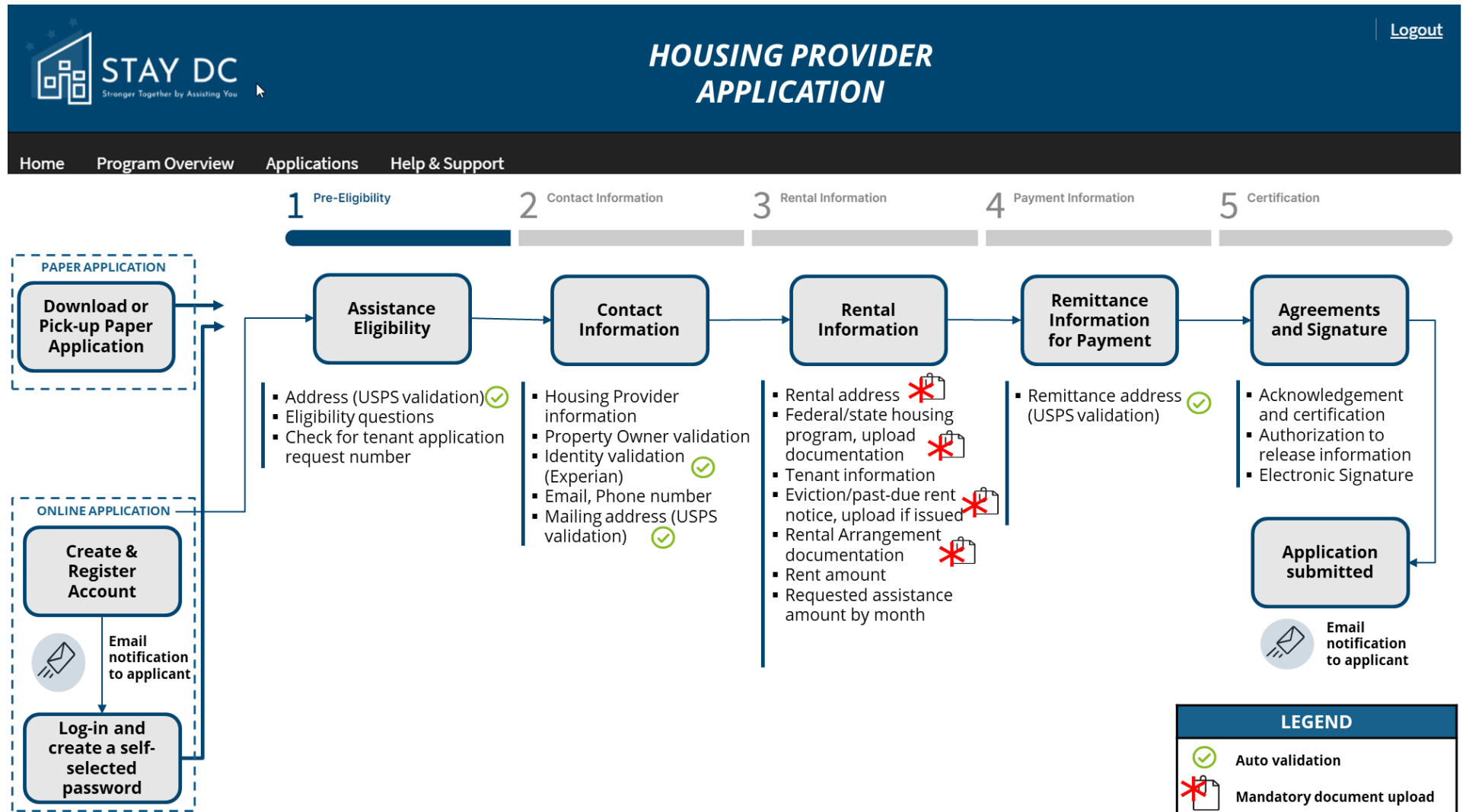
To help facilitate the expedited disbursement of funding to eligible renter households, the STAY DC program has implemented an expedited QAQC review process that leverages defined risk indicators to identify applicants that can be approved following the detailed review at Tier 1:

Risk Consideration	Description	Justification
Utility Only Applications	<ul style="list-style-type: none"> Applications for which renters are only seeking assistance for utilities (i.e., no rent assistance requested) 	Amounts payable for utilities are ultimately determined by the DC utilities providers and Case Manager as are only responsible for the determination of programmatic eligibility for STAY DC
Low-Dollar Matched Applications	<ul style="list-style-type: none"> Matched Applications (i.e., housing provider application matched with tenant application) Funded Amount \leq \$7,000 Difference between Requested and Funded Amounts \leq 10% 	As of July 2020, average funded amount for approved applications is estimated at \$7,050.61 (as of week ending 07/04/21). As such, recommended amounts at or below this level can be determined to present low risk of financial exposure to the District. Further, the inclusion of +/-10% discrepancy threshold permits a further level of "buffer" to accommodate approvals that are directionally consistent with the amounts requested by the applicant
Low-Dollar Tenant Only Applications	<ul style="list-style-type: none"> Tenant-only Applications (i.e., no housing provider application matched with tenant application) Funded Amount \geq \$7,000 Difference between Requested and Funded Amounts \leq 10% 	
High-Dollar Matched Applications	<ul style="list-style-type: none"> Matched Applications (i.e., housing provider application matched with tenant application) Funded Amount \geq \$7,000 No Difference between Requested and Funded Amounts 	Current average funded amount for approved applications is estimated at \$7,050.61 (as of week ending 07/04/21). As such, recommended amounts at or below this level can be determined to present low risk of financial exposure to the District. Further, the inclusion of +/-10% discrepancy threshold permits a further level of "buffer" to accommodate approvals that are directionally consistent with the amounts requested by the applicant
High-Dollar Tenant Only Applications	<ul style="list-style-type: none"> Tenant-only Applications (i.e., no housing provider application matched with tenant application) Funded Amount \geq \$7,000 No Difference between Requested and Funded Amounts 	

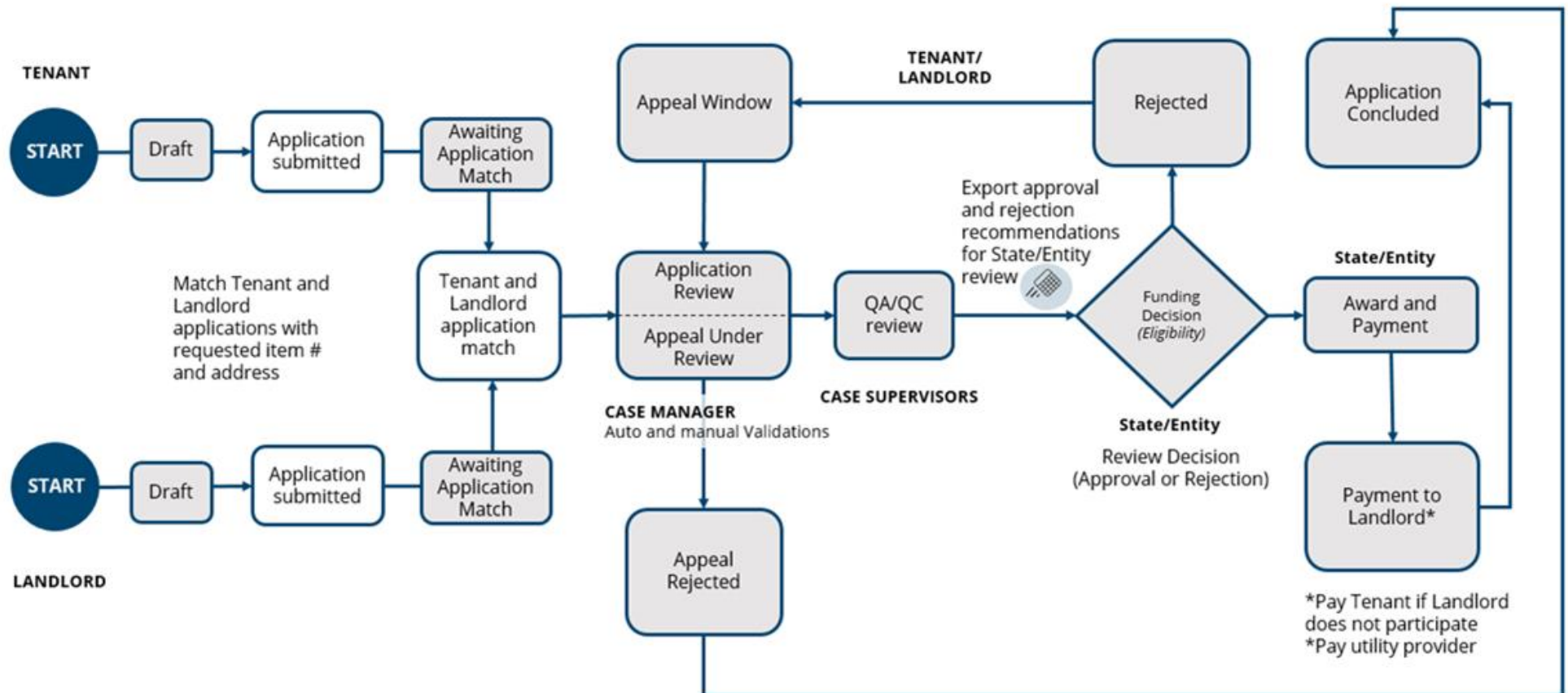
TENANT APPLICATION PROCESS



HOUSING PROVIDER APPLICATION



APPLICATION REVIEW PROCESS



Payment Process

PAYMENT AMOUNT DETERMINATION

When an applicant submits an application, documented costs for rental and utilities are used to determine the amount of assistance to be paid by the STAY DC program. This documented cost amount may indeed vary from the total amount of rent or utility obligation or the amount requested by as the STAY DC program will factor in the following potential reductions:

- assistance received from other sources including but not limited to other federal, state and local housing and utility assistance programs such as COVID-19 Housing Assistance Program (CHAP), Tenant-Based Rental Assistance (TBRA), Housing Stabilization Grant (HSG), DC Emergency Rental Assistance Program (Local ERAP)
- Amount of rental and utility obligation NOT supported by requisite and verifiable supporting documents (e.g., rental agreement, utility bills, third-party and self-attestation forms)
- Amount of rental and/or utility obligations incurred before the April 1, 2020 program coverage beginning date
- Amount of ineligible rental and/or utility obligations not covered under the STAY DC program (e.g., late fees, internet access, trash removal, etc.)

Specifically related to **utility payment amount determination**, the STAY DC program has been configured to leverage updated outstanding utilities amounts from the District Utility Providers. As such, the implication is that despite requested amount information provided by applicants, STAY DC will confirm with the utility providers any outstanding amounts beginning from April 1, 2020. The total verified outstanding utility amounts will be approved for payment.

Determinations made by Case Managers (i.e., approvals and disapprovals) will be forwarded to the District for review and approval.

PAYMENT REMITTANCE

With respect to financial assistance for rent and rental arrears and utilities and home energy costs and utility and home energy costs arrears provided to an eligible household, STAY DC shall make payments to a lessor or utility provider on behalf of the eligible household, except that, if the lessor or utility provider does not agree to accept such payment from the grantee after outreach to the lessor or utility provider by the grantee, the grantee may make such payments directly to the eligible household for the purpose of making payments to the lessor or utility provider.

As required by the Act, STAY DC will make reasonable efforts to obtain the cooperation of landlords and utility providers to accept payments from the ERA program. Outreach will be considered complete if (i) a request for participation is sent in writing, by mail, to the landlord or utility provider, and the addressee does not respond to the request within 10 calendar days after mailing; (ii) the grantee has made at least three attempts by phone, text, or e-mail over a 5 calendar-day period to request the landlord or utility provider's participation; or (iii) a landlord confirms in writing that the landlord does not wish to participate. The final outreach attempt or notice to the landlord must be documented. The cost of contacting landlords would be an eligible administrative cost.

STAY DC will make direct payments to participating vendors (property owners, managers, etc.) on behalf of the program participant.

In the case that payments are made directly to the program participant, only the amount of rental arrears may be distributed directly to the participant. Stipends will not be eligible for direct participant payments. Program

participants that receive direct payments will be required to complete a Use of Funds agreement, which outlines specific use in which the direct payment assistance can be used.

FORM OF PAYMENT

Payments for approved rental assistance will be made via paper checks mailed to the housing provider's remittance address. In instances wherein a housing provider is determined to be unresponsive or confirms their desire to not participate, checks may be mailed to the renter household.

If a tenant or housing provider receives multiple payments in a single payment batch, these payments will be consolidated onto a single check. The remittance advice will show each distinct payment which is included in the check.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
1181 4TH STREET, S.W. SUITE 8090
WASHINGTON, DC 20024

Page 1 of 1

Date: 05/17/2021
Check #: 009278944
Payment Amount: 5,385.00
Vendor #: [REDACTED]

Check #

Remittance Advice

Invoice Date	Invoice #	Related PO #	Invoice Gross Amt	Discount Amount	Invoice Net Amt
05/13/2021	STAYDC00000000	033-470-2332	5,385.00	0.00	5,385.00

Invoice #

STAY DC Contact Center #

PLEASE DETACH BEFORE DEPOSITING CHECK

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
1181 4TH STREET, S.W. SUITE 8090
WASHINGTON, DC 20024

66-356/531

Date: 05/17/2021
Check #: 009278944

Check #

VOID

Pay Exactly ****Five Thousand Three Hundred Eighty-Five and 00/100 -US Dollars****

TO THE ORDER OF

Amount
\$***5,385.00

VOID AFTER 180 DAYS

Authorized Signer

The 'Remittance ID' and 'Check Number' are available in the portal so payments can be reconciled as required.

Remittance Advice

Invoice Date	Invoice #	Related PO #	Invoice Gross Amt	Discount Amount	InvoiceNet Amt
07/31/2021	1747C00000006	001-470-0012	5,385.00	0.00	5,385.00

PLEASE DETACH BEFORE DEPOSITING CHECK

Pay Exactly **Five Thousand Three Hundred Eighty-Five and 00/100 -US Dollars** Amount \$5,385.00

TO THE ORDER OF

Administrative Expenses

Welcome [Miracle Banks](#) | [Logout](#)

Language [English](#)

I Am a Housing Provider

If you are a housing provider requesting rental assistance for one of your tenants and do not see a corresponding request below, you can start a new application here!

Request 0010465

Miracle Banks
1002 16TH ST SE
March 2021 - April 2021
Payment Approved
Paid Date: 2021-05-07
Funded Amount: \$600.00
Invoice #: STAYDC00000006
Check Number: 009278944

[Start New Application](#)

PAYMENT TIMELINE

Program is configured to facilitate weekly payment approvals with payments issued in five (5) to seven (7) business days after approval.

While every reasonable effort is being made to expedite payments to recipients, payment delivery timelines may vary due to one or more of the following factors:

- Completeness and accuracy of information and supporting documentation provided by renter household
- Responsiveness of housing provider to complete and submit application
- Use of written and self-attestations which require the completion of additional validation processes by the STAY DC program Case Managers
- Mail delivery times across the District as facilitated by the US Postal Service (USPS)
- Processing times for the approval of payments by the District
- Paper check issuance process by financial services provider

UNDERBANKED RECOURSE

Tenants who may be underbanked can transfer any direct payments received to their housing provider by signing their name on the back of the check and mailing it to the lockbox:

WELLS FARGO
DISTRICT OF COLUMBIA HOUSING AUTHORITY
P.O. BOX 17328, BALTIMORE MD 21298-8367

Denials and Administrative Re-Reviews

DENIALS

A household may be found ineligible for assistance at the time of the ERAP screen, during the ERAP application process, or after their application is complete. Families who are ineligible or who become ineligible for ERAP will receive a system generated notice of ineligibility. The appropriate ineligibility reason will be marked. The following items are grounds for denial:

Reason	Description
Missing Documentation - Identity	A household failed to provide all of the documentation that was requested of them regarding the identity of the primary applicant
Missing Documentation - Proof of Income	A household failed to provide all of the documentation that was requested of them regarding sources of income
Missing Documentation - Rental Residence	A household failed to provide all of the documentation that was requested of them regarding a rental arrangement or obligation
Missing Documentation - Utility	A household failed to provide all of the documentation that was requested of them regarding utility arrangement or obligation
Missing Information - Household Members	A household failed to provide all of the documentation that was requested of them regarding the identity of one or more of the household members
Missing Information - Housing Provider	A household failed to provide all of the documentation that was requested of them regarding the identity of the housing provider
Income Exceeds 80% AMI	A household was found to have income over the 80% AMI threshold
Insufficient Documentation - COVID Impact	A household failed to sufficient explanation regarding the impact of COVID
Non-Residential Property	Property for which assistance is being sought is deemed not to be a residentially zoned property
Indistinguishable Tenant + Housing Provider	Information provided about tenant and housing provider identity are too similar to be considered arm's length relationship
Multiple Applications Per Unit	More than one application has been submitted by the applicant or the rental unit
Housing Provider Family	Housing provider is determined to be a family member and rental amount determined not to be within reasonable market rates
Out of Scope / Ineligible Time Period Request	Assistance was requested for one or multiple periods beyond the program period of coverage (e.g., periods before the pandemic emergency declaration)
Categorically Ineligible	A household was found to be categorically ineligible for ERAP or did not meet the minimum screen point threshold to qualify (e.g., applicant was a homeowner)
Duplication of Benefits	A household was determined to have received other sources of assistance that duplicates the ERAP assistance, including federal, County, and local assistance provided for the same costs will be denied.
Maximum Coverage Reached	A household who determined to have received assistance up the maximum allowable number of months (i.e., 18 months)
No Funding	A household does not receive ERAP because STAY DC program has exhausted its funding for the fiscal year.
Other	A household is ineligible for some other reason. STAY DC anticipates that most ineligible households will be ineligible for one of the above-listed reasons. If a household is found ineligible for some other reason, STAY DC will make the reason clear by making a note on the notice of ineligibility.

ADMINISTRATIVE RE-REVIEWS

Households who are found ineligible under the STAY DC program and who disagree with the ineligibility decision may request an administrative review of their denial.

If a household is determined ineligible, the applicant has fourteen (14) days from the date of the denial notice to request an administrative re-review. Re-reviews will generally be performed within 30 calendar days from the request for a review, by supervisor who is familiar with the program but unfamiliar with the particular case being reviewed. The decision will be sent to the client and a copy of the written finding will be placed in the applicant's file.

There is no re-review to STAY DC of this finding.

Households that fail to supply necessary eligibility documentation during the re-review period will not be eligible for a re-review.

Grounds for Re-review

The grounds for re-review are limited. We are only able to consider re-reviews if an applicant:

- believes that we did not follow our procedure or that we did not reasonably apply our procedures
- can show that we have misunderstood a significant part of the application or the supporting documentation submitted to us
- can show that we did not take account of relevant information or considered irrelevant information
- believes the decision to be irrational, or disproportionate to any shortcomings or reasonably compelling exigent circumstances

It is extremely unlikely that we will consider a re-review on any other grounds. We will not consider an re-review which seeks to argue the merits of the decision itself only the integrity of the decision-making process as set out above.

RE-REVIEWS PROCESS

To be considered viable, an re-review must include an explanation of the reason for re-review that aligned with the previously stated acceptable grounds for re-review. Where applicable, additional information, clarifications or supporting documentation should be included to support any assertions made by the applicant.

A Case Manager will review the any new information and/or supporting documentation provided by the applicant against the original decision and make a determination based on the facts provided and the eligibility requirements of the STAY DC program. Expected timeline for re-reviews processing is 15 days.

If the Case Manager is not able to make a decision on the re-review based on information provided by an applicant, a Case Management Supervisor shall escalate the case to STAY DC Program Administrators within Department of Human Services (DHS) for additional review and decision. DHS will review the re-review and Case Manager's recommendation and make a decision within 7 business days.

The decision of the Case Management Supervisor or DHS (on elevated cases) is final and not subject to further review or re-review.

Post-Payment Administration

CHECK MAINTENANCE

ERAP check maintenance requests require program approval and may include: check status, cashed check copies, stop payments and replacement checks requests.

Processing times for each service is as follows:

- Cleared check copy – 24 hours
- Stop payment – 48 hours
- Stop payment/reissue -72 hours

LOST, SPOILED OR EXPIRED CHECKS

In certain instances in which a check payment is misplaced by the recipient, defaced (thus invalidating it) or becomes stale, a replacement check may be reissued through the following process:

- Applicant or recipient calls the STAY DC Call Center (833-478-2932) to report a lost/stolen check.
- A STAY DC representative will perform a payment trace to determine if the check has been cashed.
- A payment trace to track payment may only be requested if an issued payment was not received within the timeframes below:
 - 2 weeks since the payment was mailed by check to a standard address
 - 4 weeks since the payment was mailed, and you have a forwarding address on file with the local post office

If the check was not cashed, the District OCFO will issue a new one within five business days of the payment trace request.

If the original check is found after receiving a new payment, the original payment check must be returned original as soon as possible.

If the check was cashed, however, STAY DC will provide a copy of the cashed check.

RETURNED CHECKS

Checks may be returned back to STAY DC for a number of reasons included:

- Excessive funds disbursed
- Program participant no longer needs assistance
- Payment sent to incorrect recipient

Applicants can send returned checks to:

District of Columbia Government
Office of Finance & Treasury – Payment Operations
1101 4th Street, Suite W890
Washington, DC 20024

PARTIAL USE OF FUNDS

If the check was cashed because a partial amount was required by the applicant, the remainder or unused amount can be returned back to the STAY DC program by issuing a check payable to the District of Columbia Government. The check can then be mailed to:

District of Columbia Government
Office of Finance & Treasury – Payment Operations
1101 4th Street, Suite W890
Washington, DC 20024

Please send a check in the amount of (say amount from spreadsheet) to the following address:

Office of Finance & Treasury – Payment Operations

1101 4th Street, Suite W890

Washington, DC 20024

Also, please include “STAY DC Repayment” in the memo of the check.

Technical Assistance to Applicants

RESOURCES

The following resources are available to renter and housing provider applicants interested in the STAY DC program:

- **Program website** at stay.dc.gov which serves a central repository for program overview, eligibility requirements and related processes, protocols and supporting resources
- **Contact Center** available through a toll-free number at **833-4-STAYDC (833-478-2932)** and available between **07:00 am and 07:00 pm ET Monday through Friday**
- **Frequently Asked Questions (FAQ)** which provides answers to answers to the most common topics and inquires applicants may experience in navigating the STAY DC program
- **Pre-Eligibility Checklist** designed to help prospective applicants determine potential qualification for the STAY DC program based on critical eligibility requirements
- **Self-Attestation Form** which provides a template with which applicants may self-attest for select areas of program eligibility
- **Online Application portal** accessible from program website at stay.dc.gov allows tenants and housing providers to complete the application process and demonstrate eligibility for STAY DC program
- **Paper Application** accessible from program website at stay.dc.gov allows tenants and housing providers to complete the application process and demonstrate eligibility for STAY DC program

LANGUAGE SUPPORT

Applicant calling into the **contact center** can expect to receive support in the following languages: English, Spanish, French, Amharic, and Mandarin

Paper applications and program resources are available in the following languages: English, Spanish, French, Amharic, Mandarin, Korean and Vietnamese.

COMPUTER ACCESS

Applicants with no or limited access to computers may consider using local public library, a local church, or a human service agency with technology capabilities. If you have a case worker, they may be able to help as well.

EMAIL ACCOUNT CREATION

Applicants seeking to submit applications online must have a valid email address. To create a new email account, an applicant may consider one of the following:

Creating a Gmail account:

1. Open a web browser and go to the [Google Account creation page](https://accounts.google.com/signup) (<https://accounts.google.com/signup>)
2. Follow the steps on the screen to set up your account.
3. Use the account you created to sign-in to Gmail.

Creating an Outlook account:

1. Open a web browser and go to the Outlook.com sign-up screen (<https://signup.live.com>) and select create free account
2. Follow the steps on the screen to set up your account.
3. Use the account you created to sign-in to Outlook

ONLINE APPLICATIONS

Online applications can be accessed from the STAY DC program website at stay.dc.gov

Online applications are available in the following languages: English, Spanish, French, Amharic, Mandarin, Korean and Vietnamese.

PAPER APPLICATIONS

Renters or housing providers having trouble accessing the online application can download a STAY DC Application from STAY DC program website at stay.dc.gov

Paper applications are available in the following languages: English, Spanish, French, Amharic, Mandarin, Korean and Vietnamese.

When you've completed your paper application, print it and sign it. Your signature is required to be handwritten when you submit a paper application. Make a copy of the signed form for your records before dropping it off at a CBO location with your supporting documents.

Please note that paper applications could potentially take longer to process than completing an online application.

APPLICATION PREPARATION AND DROP-OFF SUPPORT

Third parties such as family members and friends are allowed to help applicants with the preparation and completion of tenant and housing provider applications.

Beginning in May 2021, application preparation assistance will be available through in-person services with select Community Based Organizations (CBOs).

Completed paper applications can be dropped off at any one of the following CBO locations:

Organization	Phone number	Mailing address	Ward
Catholic Charities	202-338-3100	2812 Pennsylvania Avenue, SE, WDC 20020	7
GW Urban League	202-265-8200	2901 14th Street, NW, WDC 20009	1
Salvation Army (SE)	202-678-9771	2300 Martin Luther King Jr. Avenue, SE, WDC 20032	8
Salvation Army (NW)	202-332-5000	1434 Harvard Street, NW, Suite B, WDC, 20009	1
Housing Counseling	202-667-7339	2410 17th Street, NW, Suite 100, WDC 20009	1

Organization	Phone number	Mailing address	Ward
UPO	202-231-7910	2907 Martin Luther King Jr. Avenue, SE WDD, 20032	8

Fraud Waste and Abuse

OVERVIEW

STAY DC has developed and implemented specific procedures to ensure consistent application of STAY DC program requirements as articulated by the US Treasury Department and reduce the likelihood of human error and Fraud, Waste and Abuse (FWA).

FWA validation is performed using a combination of built-in application checks with applicable third-party interfaces and proprietary pre-pay and post-pay analytics executed by a dedicated Program Integrity team.

These procedures contain several layers of fraud prevention including but not limited to dual verification systems (i.e., requiring information and certifications from both housing providers and tenants) and evaluation for synthetic fraud. Through the application process, STAY DC will obtain documentation to support requested amounts, household income, and all other documentation to ensure STAY DC is only paying eligible recipients for eligible expenses. Obtaining and verifying the documentation will provide another layer of fraud prevention.

STAY DC will also provide a method for the public to report fraud in the program. Suspected fraud will be investigated. STAY DC will seek the return of any fraudulently paid funds. Any suspected fraud may also be investigated and referred for further criminal or civil penalties.

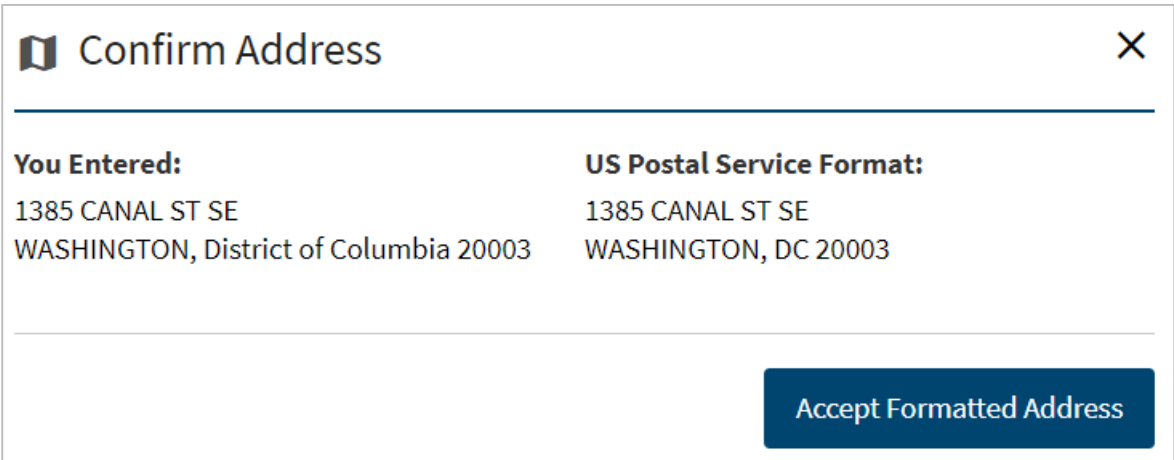
THIRD-PARTY VALIDATION

IDENTITY PROOFING

The goal of identity proofing is to verify whether individuals are who they claim to be. Identity proofing is applied in the origination stages of the application lifecycle and typically performed during or prior to activities such as eligibility determination. The STAY DC program uses Experian as its third-party provider for identity proofing and leverages its suite of solutions including the Account Opening (AO) score, Identity Element Network for individual identities and its Biz ID AP and Business Compliance Insight solutions for business entity identity validation.

ADDRESS VALIDATION

Using the United States Postal Service (USPS) application programming interface (API), STAY DC evaluates user-entered addresses into the online application to match against a corresponding address within the official USPS database. Once the validation process has been completed, then the address data is returned to the user completed with a valid or invalid status assigned to it. There may also be an explanation as to why the address was not eligible to be validated.



The image shows a 'Confirm Address' dialog box with a close button (X) in the top right corner. It contains two columns of text: 'You Entered:' and 'US Postal Service Format:'. The 'You Entered:' column shows the address '1385 CANAL ST SE' and 'WASHINGTON, District of Columbia 20003'. The 'US Postal Service Format:' column shows the address '1385 CANAL ST SE' and 'WASHINGTON, DC 20003'. At the bottom right, there is a blue button labeled 'Accept Formatted Address'.

You Entered:	US Postal Service Format:
1385 CANAL ST SE	1385 CANAL ST SE
WASHINGTON, District of Columbia 20003	WASHINGTON, DC 20003

Accept Formatted Address

DISTRICT SYSTEM VALIDATION

Housing Provider Basic Business License (BBL) Validation

STAY DC utilizes the business license # entered by the housing provider and perform a look-up against the district licensing system. If a match is found, the system returns the name of the license holder for that license # so that it can be validated against the housing provider name entered on the housing provider application.

Property Ownership Validation

Using the property address, we perform a look-up against the district property system. If a match is found, we return the name of the property owner for the property (according to the district system) so that we can so that we can validate against the housing provider name entered on the housing provider application.

Duplication of Benefits Validation

Given that other housing and utilities assistance programs apart from STAY DC have been and/or are currently being administered within the District, applicable checks are performed to determine if applicants have requested or received funding under these programs. At this time, checks are performed using data from the COVID-19 Housing Assistance Program (CHAP), Tenant-Based Rental Assistance (TBRA), Housing Stabilization Grant (HSG), and DC Emergency Rental Assistance Program (Local) programs.

Categorical Eligibility Validation

Per program guidelines, household that receive/received Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and/or Unemployment (UI) benefits from the District of Columbia Government can be deemed categorically eligible. Matching data from these three systems against individual tenant applications provides confirmation that applicant may be categorically eligible based on the income requirements of each program which has been established at or below the 80% of area median income.

PROGRAM INTEGRITY VALIDATIONS

Proprietary analytics and validation checks are performed using primary risk indicators prior to (i.e., pre-pay) and subsequent to (i.e., post-pay) the issuance of payments. These validation checks are configured to analyze specific data elements to determine potentially desirable and undesirable outcomes related to FWA.

Phases	Checks	Data Elements	Expected Outcome(s)
PRE-PAY Additional automated checks supported by analytics processes for consideration by case workers prior to payment	Submission metadata	Data/Time submission, IP Address, Email Address, Email Domain, Device Type, OS, User Agents, Device ID	Identify clusters of applications indicatives of individuals attempting to submit multiple fraudulent claims
	IP Address distance calculations	Mailing address, home address, IP address geolocation data, Business Address	Validate whether claims are being submitted from out of state or from unreasonable distances compared to claimed place of residence
	Shared Bank Accounts	Multiple claimants using the same bank account	Identify a network of fraudulent bank accounts for stop payment and notification for proper authorities
	Known Cyber Criminal Activity	Open-source repositories, integrity data hub (IDH) for list of known breaches	Identify applications associated with known data breaches or cyber-crime resulting in lost/compromised PII that could be exploited by bad actors
	Duplicative claimant sources	Claims with duplicative first and last names and SSNs, usernames, email addresses	Ensure ERAP payments and individuals using associated systems are protected from Identity Theft and against a group of fraudulent claim filings

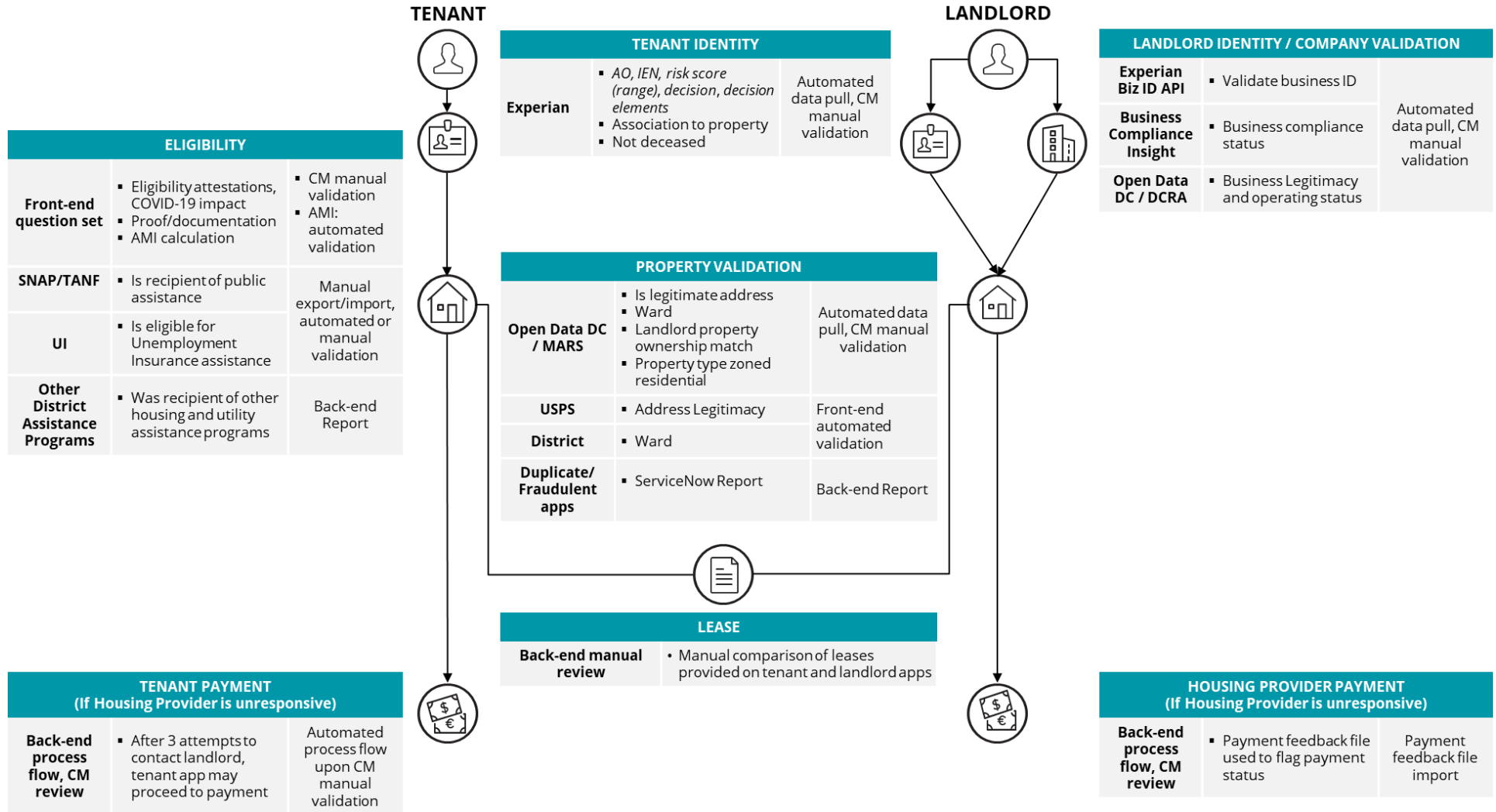
Phases	Checks	Data Elements	Expected Outcome(s)
POST-PAY Identify clusters of claims that, when viewed individually, do not appear to indicate PI concerns, but when aggregated suggest linkages amongst applications	Account activity flags to identify compromised applicants	Identify known issues using data elements such as: Suspicious account/email domain activity – repetitive account change requests, suspicious or duplicate email domains, inability to answer security questions, fraudulent account creation requests	Flags applications that could be potentially fraudulent for further review by case workers prior to issuing of payments
	Network Analysis	IP Address, Web Logs, Physical Address and Email addresses	Identify a network of fraudulent activities for bulk investigation and future stop payment
	Shared Bank Accounts	Multiple claimants using the same bank account	Identify a network of fraudulent bank accounts for stop payment and notification for proper authorities
	Geospatial Analysis	Multiple claims that are using the same mailing or physical address	Identify illogical geospatial characteristics (e.g., distances between home address / employer address) and PO boxes, flag invalid USPS addresses, and conduct fuzzy matching of similar addresses to stop future payments
	Cluster claim identification	Invalid Phone numbers list, and cross reference data elements against Eligibility data to identify a network of claimants	Application of graph database techniques to automate detection of suspicious clusters of claims across multiple claimants to stop future payments
	Patterns in claims submission/processing	Claim ID, Name, DOB, SSN#, Address (mailing and physical), Bank accounts	Ensures one application per household
	Identical Security Answers across claimants	Passwords, identical security answers, IP addresses	To prevent identity theft and stop future payments

At a granular level, these procedures translate to the following specific FWA checks against tenant and housing provider applications including checks for application with:

- No Household Members
- DOB Missing
- DOB Missing flag description
- Duplicate Household Name and DOB
- Duplicate Household Name and DOB flag description
- Duplicate Household SSN
- Duplicate Household SSN flag description
- Name and DOB in Multiple RITMs
- Name and DOB in Multiple RITMs flag description
- Multiple Tenant RITMs with Same SSN
- Multiple Tenant RITMs with Same SSN flag description
- Unusual Punctuation in First or Last Name
- Tenant Application Lists Disposable Email Domains
- Landlord Application Lists Disposable Email Domains
- Tenant Application Lists Matching Tenant and Landlord Emails
- Landlord Application Lists Matching Tenant and Landlord Emails
- Tenant Email Appears in Multiple Tenant Applications
- Tenant and Landlord Address Match on Landlord Application
- Tenant and Landlord Address Match on Landlord Application flag description
- Multiple RITMs with Same Tenant Address
- Tenant and Landlord Contact Account Matches
- Tenant and Landlord Contact Account Matches flag description

- Multiple Landlord Applications link to this Tenant RITM
- Tenant Phone Number Matches Landlord Phone Number
- Multiple tenant RITMS with the same phone number
- Tenant phone number used more than once
- Tenant RITMS have been flagged by Case Manager
- Tenant emails that have been flagged by Case Manager
- Tenant phone numbers that have been flagged by Case Manager

VALIDATIONS OVERVIEW



EXPERIAN VALIDATIONS

Experian:

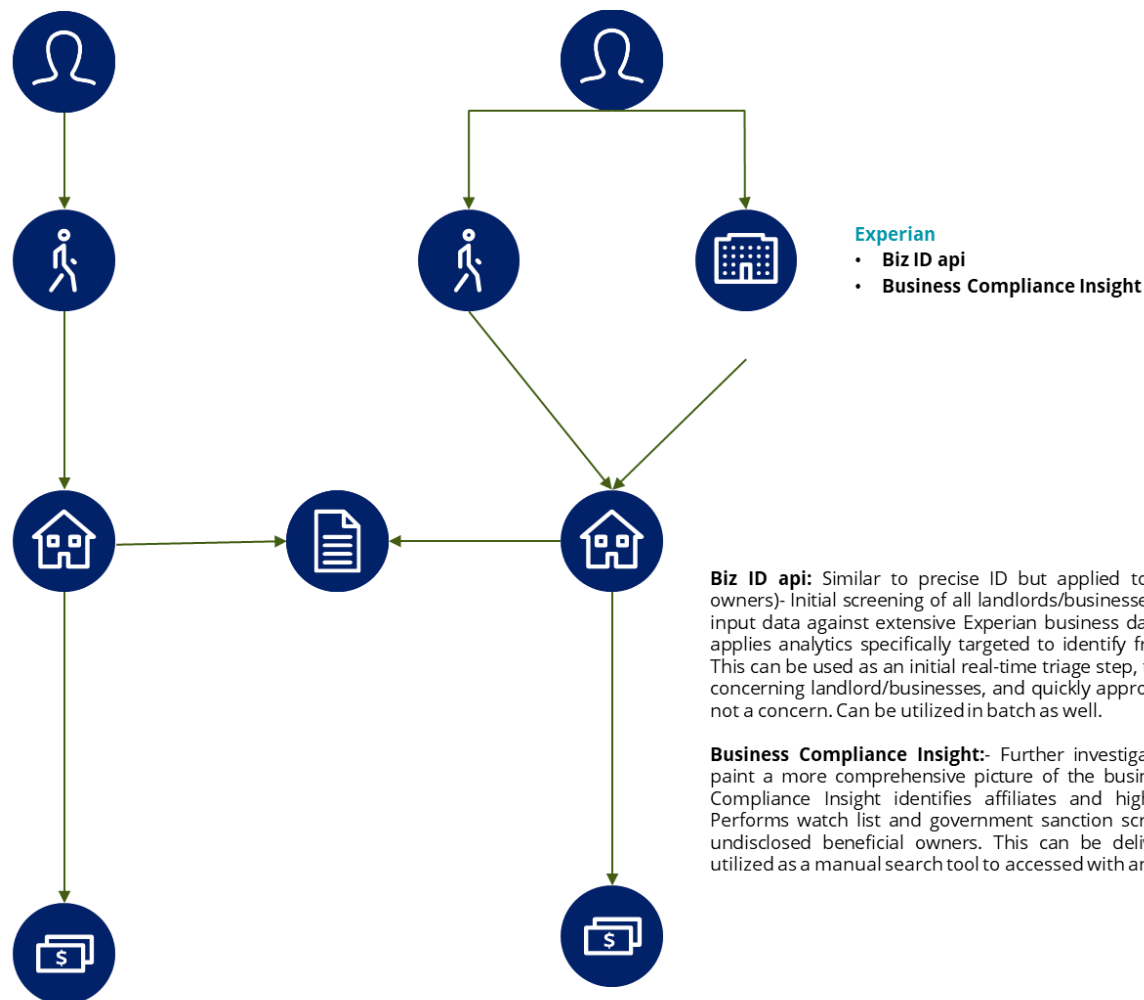
- Account Opening KIQ (Only)

Experian:

- Account Opening Score (AO)
- Identity Element Network

AO/KIQ: Precise ID® for Account Opening, which integrates demographic and credit information to conduct identity verification, and identity-theft prediction into a single decision. Streamlined delivery of services and benefits with increased efficiencies while minimizing fraud loss. Knowledge IQ, powered by Precise ID, employs sophisticated predictive fraud analytics, interactive knowledge-based authentication results and customizable challenge-response questions with answers designed to be known only by the actual consumer, not fraud perpetrators. One score leveraging demographic, credit, velocity, linkage and verified fraud data. Scoring, decisioning, high-risk alerts, verification details and associated information for your consumer. Credit - and non-credit-based questions deliver more diverse sessions and captures more of the population. This allows you to verify more individuals who may not have been "referred" with Precise ID alone. Generally results in less manual reviews, because questions give the tool further confidence to accept an individual that may have been in a slightly riskier score category based on PII verification alone.

IEN: Identity Element Network evaluates consumer identities and associated identity elements via a vast attribute repository that adds millions of transactions per day and reveals up-to-date fraud threats associated with inconsistent or high-risk use of numerous identity elements. (IEN) gives you the ability to manage fraud by identifying data linkages — and the velocities of those linkages across the Experian identity and credit network. This provides the ability to both score and identify the riskiest linkages and recommend action based on the comprehensive activity of an identity, rather than on a single transaction or client view. IEN (put very simply) looks at the velocity of use for an identity or pieces of identity in a rolling 60-day window. It is looking for concerning number of transactions that would indicate a stolen identity.



Biz ID api: Similar to precise ID but applied to businesses and owners)- Initial screening of all landlords/businesses. Biz ID matches input data against extensive Experian business database, and then applies analytics specifically targeted to identify fraudulent activity. This can be used as an initial real-time triage step, to segment highly concerning landlord/businesses, and quickly approve those that are not a concern. Can be utilized in batch as well.

Business Compliance Insight: Further investigation use case to paint a more comprehensive picture of the business and owners. Compliance Insight identifies affiliates and high-risk conditions. Performs watch list and government sanction screening. Identifies undisclosed beneficial owners. This can be delivered via API or utilized as a manual search tool to accessed with an Experian login.



PROGRAM INTEGRITY: POST-PAYMENT



Reporting

PROGRAM REPORTING

In accordance with Treasury guidance, the STAY DC program shall collect and report the following on a quarterly basis:

- Address of the rental unit;
- For landlords and utility providers, the name, address, and Social Security number, tax identification number or DUNS number;
- Amount and percentage of monthly rent covered by ERA assistance;
- Amount and percentage of separately stated utility and home energy costs covered by ERA assistance;
- Total amount of each type of assistance provided to each household (i.e., rent, rental arrears, utilities and home energy costs, utilities and home energy costs arrears, and other expenses related to housing incurred due directly or indirectly to the COVID-19 outbreak);
- Amount of outstanding rental arrears for each household;
- Number of months of rental payments and number of months of utility or home energy cost payments for which ERA assistance is provided;
- Household income and number of individuals in the household; and
- Gender, race, and ethnicity of the primary applicant for assistance.

Compliance Monitoring

REVIEW PROCEDURES

Reviews are completed routinely on a statistically significant sample size of cases that have been approved for assistance. STAY DC will select, at minimum, 10% of all approved applications that will undergo a compliance review. The following criteria will be evaluated:

- Accuracy of Eligibility Determinations
- Accuracy of Assistance Calculations
- Accuracy of Payment Processing
- Completeness of File Documentation
- Total number of applications submitted, incomplete and rejected.
- Documentation of attempts and means to contact.

DATA INTEGRITY COMPLIANCE

All client information is collected and maintained electronically. To effectively monitor ongoing data integrity, a compliance report will be run at minimum once a week prior to each check run. This report will identify the level of data quality and identify any “flags” or potential data errors. Data points that will be monitored include, at minimum, the following:

- Duplications of Benefits
- Erroneous Payments
- Recoupments
- Returned Payments
- Uncleared checks

VALIDATION CHECKS

STAY DC will select, at minimum, every 100 application that is approved to collect additional household verification documentation to ensure program participant is complying with ERAP rules and regulations.

Appendix A: Income Limits

The chart below outlines maximum income limits currently in effect for households of up to eight members as defined by HUD and published in the FY2021 Income Limits Documentation System available online at [FY 2021 Income Limits Documentation System -- Summary for District of Columbia \(huduser.gov\)](#)

FY 2021 Income Limit Area	Median Family Income Explanation	FY 2021 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area	\$129,000	Very Low (50%) Income Limits (\$) Explanation	45,150	51,600	58,050	64,500	69,700	74,850	80,000	85,150
		Extremely Low Income Limits (\$)* Explanation	27,100	31,000	34,850	38,700	41,800	44,900	48,000	51,100
		Low (80%) Income Limits (\$) Explanation	57,650	65,850	74,100	82,300	88,900	95,500	102,100	108,650

NOTE: District of Columbia is part of the **Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area**, so all information presented here applies to all of the **Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area**. HUD generally uses the Office of Management and Budget (OMB) area definitions in the calculation of income limit program parameters. However, to ensure that program parameters do not vary significantly due to area definition changes, HUD has used custom geographic definitions for the **Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area**.

Attachment #117

U.S. Department of the Treasury
Emergency Rental Assistance
Frequently Asked Questions

Revised August 25, 2021

The Department of the Treasury (Treasury) is providing these frequently asked questions (FAQs) as guidance regarding the requirements of the Emergency Rental Assistance program (ERA1) established by section 501 of Division N of the Consolidated Appropriations Act, 2021, Pub. L. No. 116-260 (Dec. 27, 2020) and the Emergency Rental Assistance program (ERA2) established by section 3201 of the American Rescue Plan Act of 2021, Pub. L. No. 117-2 (March 11, 2021).

These FAQs apply to both ERA1 and ERA2, except where differences are specifically noted. References in these FAQs to “the ERA” apply to both ERA1 and ERA2. These FAQs will be supplemented by additional guidance.¹ Grantees must establish policies and procedures to govern the implementation of their ERA programs consistent with the statutes and these FAQs. To the extent that these FAQs do not provide specific guidance on a particular issue, a grantee should establish its own policy or procedure that is consistent with the statutes and follow it consistently.

1. Who is eligible to receive assistance in the ERA and how should a grantee document the eligibility of a household?

A grantee may only use the funds provided in the ERA to provide financial assistance and housing stability services to eligible households. To be eligible, a household must be obligated to pay rent on a residential dwelling and the grantee must determine that:

- i. for ERA1:
 - a. one or more individuals within the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 outbreak;
 - b. one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability; and

¹ On January 19, 2021, initial FAQs were released for ERA1. On February 22, 2021, the initial FAQs were revised to, among other things, clarify program requirements and provide additional flexibility with respect to documenting the eligibility of households. On March 16, 2021, FAQ 7 was revised to add rental security deposits as a permissible relocation expense and clarify that application or screening fees are permissible rental fees and FAQs 26–28 were added. On March 25, 2021, FAQ 29 was added. On May 7, 2021, these FAQs were revised to provide initial guidance for ERA2, to clarify differences between ERA1 and ERA2, and to clarify how ERA should be used to promote housing stability for eligible households. On June 24, 2021, these FAQs were revised to further clarify how to promote housing stability for eligible households; specifically, FAQs 14, 23, 31, 33, and 35 were revised and FAQs 36–39 were added, in addition to other non-substantive changes. On August 25, 2021, these FAQs were revised to provide further clarification on the use of self-attestation and to describe methods of speeding payments to eligible households. Specifically, substantive revisions were made to FAQs 3, 4, 7, 11, and 38; FAQs 40–42 were added; and additional edits were made for clarity.

- c. the household has a household income at or below 80 percent of area median income.
- ii. for ERA2:
 - a. one or more individuals within the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during or due, directly or indirectly, to the coronavirus pandemic;
 - b. one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability; and
 - c. the household is a low-income family (as such term is defined in section 3(b) of the United States Housing Act of 1937 (42 U.S.C. 1437a(b))).²

While there are some differences in eligibility between ERA1 and ERA2, the eligibility requirements are very similar, and Treasury is seeking to implement ERA2 consistently with ERA1, to the extent possible, to reduce administrative burdens for grantees.

The FAQs below describe the documentation requirements for each of these conditions of eligibility. These requirements provide for various means of documentation so that grantees may extend this emergency assistance to vulnerable populations without imposing undue documentation burdens. As described below, given the challenges presented by the COVID-19 pandemic, grantees may be flexible as to the particular form of documentation they require, including by permitting photocopies or digital photographs of documents, e-mails, or attestations from employers, landlords, caseworkers, or others with knowledge of the household's circumstances. Treasury strongly encourages grantees to avoid establishing documentation requirements that are likely to be barriers to participation for eligible households, including those with irregular incomes such as those operating small business or gig workers whose income is reported on Internal Revenue Service Form 1099. However, grantees must require all applications for assistance to include an attestation from the applicant that all information included is correct and complete.

In all cases, grantees must document their policies and procedures for determining a household's eligibility to include policies and procedures for determining the prioritization of households in compliance with the statute and maintain records of their determinations. Grantees must also have controls in place to ensure compliance with their policies and procedures and prevent fraud. Grantees must specify in their policies and procedures under what circumstances they will accept written attestations from the applicant without further documentation to determine any aspect of

² As of the date of these FAQs, the definition of "low-income families" in 42 U.S.C. 1437a(b) is "those families whose incomes do not exceed 80 per centum of the median income for the area, as determined by the Secretary [of Housing and Urban Development] with adjustments for smaller and larger families, except that the Secretary may establish income ceilings higher or lower than 80 per centum of the median for the area on the basis of the Secretary's findings that such variations are necessary because of prevailing levels of construction costs or unusually high or low family incomes."

eligibility or the amount of assistance, and in such cases, grantees must have in place reasonable validation or fraud-prevention procedures to prevent abuse.

2. How should applicants document that a member of the household has qualified for unemployment benefits, experienced a reduction in income, incurred significant costs, or experienced other financial hardship during or due to the COVID-19 outbreak?

A grantee must document that one or more members of the applicant's household either (i) qualified for unemployment benefits; or (ii) (a) for ERA1, experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 outbreak or (b) for ERA2, experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during or due, directly or indirectly, to the coronavirus pandemic.³ If the grantee is relying on clause (i) for this determination, or if the grantee is relying on clause (ii) in ERA2, the grantee is permitted to rely on either a written attestation signed by the applicant or other relevant documentation regarding the household member's qualification for unemployment benefits. If the grantee is relying on clause (ii) for this determination in ERA1, the statute requires the grantee to obtain a written attestation signed by the applicant that one or more members of the household meets this condition. While grantees relying on clause (ii) in ERA1 must show financial hardship "due, directly or indirectly, to" COVID-19, grantees in ERA2 are also permitted to rely on financial hardship "during" the pandemic.

It may be difficult for some grantees to establish whether a financial hardship experienced during the pandemic is due to the COVID-19 outbreak. Therefore, Treasury strongly encourages grantees to rely on the self-certification of applicants with regard to whether their financial hardship meets these statutory eligibility requirements. Further, because the standard in ERA2 is broader than the standard in ERA1, any applicant that self-certifies that it meets the standard in ERA1 should be considered to meet the standard for purposes of ERA2.

3. How should a grantee determine that an individual within a household is at risk of experiencing homelessness or housing instability?

The statutes establishing ERA1 and ERA2 both require that one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability. Such a demonstration may include (i) a past due utility or rent notice or eviction notice, (ii) unsafe or unhealthy living conditions (which may include overcrowding), or (iii) any other evidence of risk, as determined by the grantee. Grantees may establish alternative criteria for determining whether a household satisfies this requirement, and should adopt policies and procedures addressing how they will determine the presence of unsafe or unhealthy living conditions and what evidence of risk to accept in order to support their determination that a household satisfies this requirement. A grantee may rely on an applicant's self-certification identifying the applicable risk factor or factors, without further documentation, if other documentation is not immediately available.

4. The statutes establishing ERA1 and ERA2 limit eligibility to households based on certain income criteria. How is household income defined for purposes of the ERA? How will income

³ Treasury is interpreting the two different statutory terms ("the COVID-19 outbreak" and "the coronavirus pandemic") as having the same meaning.

be documented and verified?

Definition of Income: With respect to each household applying for assistance, grantees may choose between using the Department of Housing and Urban Development's (HUD) definition of "annual income" in 24 CFR 5.609⁴ and using adjusted gross income as defined for purposes of reporting under Internal Revenue Service Form 1040 series for individual federal annual income tax purposes.

Definition of Area Median Income: For purposes of ERA1, the area median income for a household is the same as the income limits for families published by the Department of Housing and Urban Development (HUD) in accordance with 42 U.S.C. 1437a(b)(2), available under the heading for "Access Individual Income Limits Areas" at <https://www.huduser.gov/portal/datasets/il.html>.⁵ When determining area median income with respect to Tribal members, Tribal governments and TDHEs may rely on the methodology authorized by HUD for the Indian Housing Block Grant Program as it pertains to households residing in an Indian area comprising multiple counties (*see* HUD Office of Native American Programs, Program Guidance No. 2021-01, June 22, 2021).

Methods for Income Determination: The statute establishing ERA1 provides that grantees may determine income eligibility based on either (i) the household's total income for calendar year 2020, or (ii) sufficient confirmation of the household's monthly income at the time of application, as determined by the Secretary of the Treasury (Secretary).

If a grantee in ERA1 uses a household's monthly income to determine eligibility, the grantee should review the monthly income information provided at the time of application and extrapolate over a 12-month period to determine whether household income exceeds 80 percent of area median income. For example, if the applicant provides income information for two months, the grantee should multiply it by six to determine the annual amount. If a household qualifies based on monthly income, the grantee must redetermine the household income eligibility every three months for the duration of assistance.

For ERA2, if a grantee uses the same income determination methodology that it used in ERA1, it is presumed to be in compliance with relevant program requirements; if a grantee chooses to use a different methodology for ERA2 than it used for ERA1, the methodology should be reasonable and consistent with all applicable ERA2 requirements. In addition, if a household is a single family that the grantee determined met the income requirement for eligibility under ERA1, the grantee may consider the household to be eligible under ERA2, unless the grantee becomes aware of any reason the household does not meet the requirements for ERA2. Finally, if multiple families from the same household receive funding under an ERA2 program, the grantee should ensure that there is no duplication of the assistance provided.

Documentation of Income Determination: Grantees in ERA1 and ERA2 must have a reasonable basis under the circumstances for determining income. A grantee may support its determination

⁴ See https://www.ecfr.gov/cgi-bin/text-idx?rgn=div5&node=24:1.1.1.1.5#se24.1.5_1609.

⁵ Specifically, 80 percent of area median income is the same as the "low income limit" as published by HUD. For purposes of prioritizing rental assistance as described in FAQ 22 below, 50 percent of area median income for the household is the same as the "very low-income limit" for the relevant area.

with both a written attestation from the applicant as to household income and also documentation available to the applicant, such as paystubs, W-2s or other wage statements, tax filings, bank statements demonstrating regular income, or an attestation from an employer. In appropriate cases, grantees may rely on an attestation from a caseworker or other professional with knowledge of a household's circumstances to certify that an applicant's household income qualifies for assistance.

Alternatively, a grantee may rely on a written attestation without further documentation of household income from the applicant under three approaches:

- *Self-attestation Alone* – In order to provide assistance rapidly, during the public health emergency related to COVID-19 the grantee may rely on a self-attestation of household income without further verification if the applicant confirms in their application or other document that they are unable to provide documentation of their income. If a written attestation without further verification is relied on to document the majority of the applicant's income, the grantee must reassess the household's income every three months, by obtaining appropriate documentation or a new self-attestation. Income attestations should specify the monthly or annual income claimed by the household to ensure that the household meets the applicable ERA requirements and to enable appropriate reporting. Under this approach, grantees are encouraged to incorporate self-attestation to demonstrate income eligibility into their application form. Similarly, grantees may rely on self-attestations to demonstrate applicants' financial hardship and risk of homelessness or housing instability as described above in FAQs 2 and 3 above. Thus, grantees are encouraged to simplify applications to allow for self-attestation for income eligibility during the public health emergency, as well as to allow self-attestation to demonstrate applicants' financial hardship and risk of homelessness or housing instability as described above in FAQs 2 and 3.
- *Categorical Eligibility* – If an applicant's household income has been verified to be at or below 80 percent of the area median income (for ERA1) or if an applicant's household has been verified as a low-income family as defined in section 3(b) of the United States Housing Act of 1937 (42 U.S.C. 1437a(b)) (for ERA2) in connection with another local, state, or federal government assistance program, grantees are permitted to rely on a determination letter from the government agency that verified the applicant's household income or status as a low-income family, provided that the determination for such program was made on or after January 1, 2020.
- *Fact-specific proxy* – A grantee may rely on a written attestation from the applicant as to household income if the grantee also uses any reasonable fact-specific proxy for household income, such as reliance on data regarding average incomes in the household's geographic area.

Grantees also have discretion to provide waivers or exceptions to this documentation requirement to accommodate disabilities, extenuating circumstances related to the pandemic, or a lack of technological access. In these cases, the grantee is still responsible for making the required determination regarding the applicant's household income and documenting that determination. Treasury encourages grantees to partner with state unemployment departments or entities that administer federal benefits with income requirements to assist with the verification process,

consistent with applicable law.

5. ERA funds may be used for rent and rental arrears. How should a grantee document where an applicant resides and the amount of rent or rental arrears owed?

Grantees must obtain, if available, a current lease, signed by the applicant and the landlord or sublessor, that identifies the unit where the applicant resides and establishes the rental payment amount. If a household does not have a signed lease, documentation of residence may include evidence of paying utilities for the residential unit, an attestation by a landlord who can be identified as the verified owner or management agent of the unit, or other reasonable documentation as determined by the grantee. In the absence of a signed lease, evidence of the amount of a rental payment may include bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent, a written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit, or other reasonable documentation as defined by the grantee in its policies and procedures.

Written Attestation: If an applicant is able to provide satisfactory evidence of residence but is unable to present adequate documentation of the amount of the rental obligation, grantees may accept a written attestation from the applicant to support the payment of assistance up to a monthly maximum of 100 percent of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at <https://www.huduser.gov/portal/datasets/fmr.html>. In this case, the applicant must also attest that the household has not received, and does not anticipate receiving, another source of public or private subsidy or assistance for the rental costs that are the subject of the attestation. This limited payment is intended to provide the most vulnerable households the opportunity to gather additional documentation of the amount of the rental obligation or to negotiate with landlords in order to avoid eviction. The assistance described in this paragraph may only be provided for three months at a time, and a grantee must obtain evidence of rent owed consistent with the above after three months in order to provide further assistance to such a household; Treasury expects that in most cases the household would be able to provide documentation of the amount of the rental obligation in any applications for further assistance.

6. ERA funds may be used for “utilities and home energy costs” and “utilities and home energy costs arrears.” How are those terms defined and how should those costs be documented?

Utilities and home energy costs are separately stated charges related to the occupancy of rental property. Accordingly, utilities and home energy costs include separately stated electricity, gas, water and sewer, trash removal, and energy costs, such as fuel oil. Payments to public utilities are permitted.

All payments for utilities and home energy costs should be supported by a bill, invoice, or evidence of payment to the provider of the utility or home energy service.

Utilities and home energy costs that are covered by the landlord will be treated as rent.

7. The statutes establishing ERA1 and ERA2 allow the funds to be used for certain “other

expenses,” as defined by the Secretary. What are some examples of these “other expenses”?

Under the statute establishing ERA1, funds used for “other expenses” must be related to housing and “incurred due, directly or indirectly, to the novel coronavirus disease (COVID-19) outbreak.” In contrast, the statute establishing ERA2 requires that “other expenses” be “related to housing” but does not require that they be incurred due to the COVID-19 outbreak.

For both ERA1 and ERA2, other expenses related to housing include relocation expenses (including prospective relocation expenses), such as rental security deposits, and rental fees, which may include application or screening fees. It can also include reasonable accrued late fees (if not included in rental or utility arrears), and Internet service provided to the rental unit. Internet service provided to a residence is related to housing and is in many cases a vital service that allows renters to engage in distance learning, telework, and telemedicine and obtain government services. However, given that coverage of Internet would reduce the amount of funds available for rental assistance, grantees should adopt policies that govern in what circumstances that they will determine that covering this cost would be appropriate. In addition, rent or rental bonds, where a tenant posts a bond with a court as a condition to obtaining a hearing, reopening an eviction action, appealing an order of eviction, reinstating a lease, or otherwise avoiding an eviction order, may also be considered an eligible expense.

All payments for housing-related expenses must be supported by documentary evidence such as a bill, invoice, or evidence of payment to the provider of the service. If a housing-related expense is included in a bundle or an invoice that is not itemized (for example, internet services bundled together with telephone and cable television services) and obtaining an itemized invoice would be unduly burdensome, grantees may establish and apply reasonable procedures for determining the portion of the expense that is appropriate to be covered by ERA. As discussed in FAQ 26 below, under certain circumstances, the cost of a hotel stay may also be covered as an “other expense.”

8. Must a beneficiary of the rental assistance program have rental arrears?

No. The statutes establishing ERA1 and ERA2 permit the enrollment of households for only prospective benefits. For ERA1, if an applicant has rental arrears, the grantee may not make commitments for prospective rent payments unless it has also provided assistance to reduce the rental arrears; this requirement does not apply to ERA2.

9. May a grantee provide assistance for arrears that have accrued before the date of enactment of the statute?

Yes, but not for arrears accrued before March 13, 2020, the date of the emergency declaration pursuant to section 501(b) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5191(b).

10. Is there a limit on how many months of financial assistance a tenant can receive?

Yes. In ERA1, an eligible household may receive up to twelve (12) months of assistance (plus an additional three (3) months if necessary to ensure housing stability for the household, subject to the availability of funds). The aggregate amount of financial assistance an eligible household may

receive under ERA2, when combined with financial assistance under ERA1, must not exceed 18 months.

In ERA1, financial assistance for prospective rent payments is limited to three months based on any application by or on behalf of the household, except that the household may receive assistance for prospective rent payments for additional months (i) subject to the availability of remaining funds currently allocated to the grantee, and (ii) based on a subsequent application for additional assistance. In no case may an eligible household receive more than 18 months of assistance under ERA1 and ERA2, combined.

11. Must a grantee pay for all of a household's rental or utility arrears?

No. The full payment of arrears is allowed up to the limits established by the statutes, as described in FAQ 10 above. A grantee may structure a program to provide less than full coverage of arrears. Grantees are encouraged to consider whether payments of less than the full amount of arrears may result in a significant disincentive for landlord participation in the ERA program. Moreover, consistent with FAQ 32, grantees should consider methods for avoiding evictions for nonpayment or utility cutoffs in cases where arrearages are paid only in part.

12. What outreach should be made by a grantee to a landlord or utility provider before determining that the landlord or utility provider will not accept direct payment from the grantee?

Treasury expects that in general, rental and utility assistance can be provided most effectively and efficiently when the landlord or utility provider participates in the program. However, in cases where a landlord or utility provider does not participate in the program, the only way to achieve the statutory purpose is to provide assistance directly to the eligible household.

In ERA1, grantees must make reasonable efforts to obtain the cooperation of landlords and utility providers to accept payments from the ERA program. Outreach will be considered complete if (i) a request for participation is sent in writing, by mail, to the landlord or utility provider, and the addressee does not respond to the request within seven calendar days after mailing; (ii) the grantee has made at least three attempts by phone, text, or e-mail over a five calendar-day period to request the landlord or utility provider's participation; or (iii) a landlord confirms in writing that the landlord does not wish to participate. The final outreach attempt or notice to the landlord must be documented. The cost of contacting landlords would be an eligible administrative cost.

ERA2 does not require grantees to seek the cooperation of the landlord or utility provider before providing assistance directly to the tenant. However, if an ERA2 grantee chooses to seek the cooperation of landlords or utility providers before providing assistance directly to tenants, Treasury strongly encourages the grantee to apply the same ERA1 requirements as described above.

13. Is there a requirement that the eligible household have been in its current rental home when the public health emergency with respect to COVID-19 was declared?

No. There is no requirement regarding the length of tenure in the current unit.

14. What data should a grantee collect regarding households to which it provides rental assistance in order to comply with Treasury’s reporting and recordkeeping requirements?

Treasury provided interim guidance to ERA1 grantees regarding reporting requirements covering the period January through May 2021. The interim guidance required grantees to report limited data elements for the first quarter of 2021, as well as monthly for April to August. A grantee’s failure to submit required reports to Treasury on a timely basis may constitute a violation of the ERA award terms.

Treasury has provided grantees with additional guidance regarding quarterly reporting requirements. Grantees are required to submit reports in accordance with the additional guidance beginning with the first quarter of 2021 for ERA1 and the second quarter of 2021 for ERA2, with the first reports under the additional guidance being due in October 2021.

ERA1 grantees will be required to submit monthly reports from September to December 2021, which will be consistent with monthly reports that were previously required for April to August.

Treasury’s Office of Inspector General may require the collection of additional information in order to fulfill its oversight and monitoring requirements.⁶ Grantees under ERA1 must comply with the requirement in section 501(g)(4) of Division N of the Consolidated Appropriations Act, 2021, to establish data privacy and security requirements for information they collect; grantees under ERA2 are also encouraged to comply with those requirements.⁷

The assistance listing number assigned to the ERA is 21.023.

15. The statute establishing ERA1 requires that payments not be duplicative of any other federally funded rental assistance provided to an eligible household. Are tenants of federally subsidized housing, e.g., Low Income Housing Credit, Public Housing, or Indian Housing Block Grant-assisted properties, eligible for the ERA?

An eligible household that occupies a federally subsidized residential or mixed-use property or receives federal rental assistance may receive assistance in the ERA, provided that ERA1 funds are not applied to costs that have been or will be reimbursed under any other federal assistance. Grantees are required to comply with Title VI of the Civil Rights Act (which prohibits discrimination on the ground of race, color, or national origin in programs or activities receiving federal financial assistance) and should evaluate whether their policies and practices regarding assistance to households that occupy federally subsidized residential or mixed-use properties or receive federal rental assistance comply with Title VI. In addition, grantees are required to comply

⁶ Note that this FAQ is not intended to address all reporting requirements that will apply to the ERA but rather to note for grantees information that they should anticipate needing to collect from households with respect to the provision of rental assistance.

⁷ Specifically, the statute establishing ERA1 requires grantees to establish data privacy and security requirements for certain information regarding applicants that (i) include appropriate measures to ensure that the privacy of the individuals and households is protected; (ii) provide that the information, including any personally identifiable information, is collected and used only for the purpose of submitting reports to Treasury; and (iii) provide confidentiality protections for data collected about any individuals who are survivors of intimate partner violence, sexual assault, or stalking.

with the Fair Housing Act. With respect to ERA2, grantees must not refuse to provide assistance to households on the basis that they occupy such properties or receive such assistance, due to the disproportionate effect such a refusal could have on populations intended to receive assistance under the ERA and the potential for such a practice to violate applicable law, including Title VI and the Fair Housing Act.

If an eligible household participates in a HUD-assisted rental program or lives in certain federally assisted properties (e.g., using a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the tenant rent is adjusted according to changes in income, the renter household may receive ERA1 assistance for the tenant-owed portion of rent or utilities that is not subsidized. Grantees are encouraged to confirm that the participant has already reported any income loss or financial hardship to the Public Housing Authority or property manager and completed an interim re-examination before assistance is provided.

Treasury encourages grantees to enter into partnerships with owners of federally subsidized housing to implement methods of meeting the statutory requirement to prioritize assistance to households with income that does not exceed 50 percent of the area median income for the household, or where one or more individuals within the household are unemployed as of the date of the application for assistance and have not been employed for the 90-day period preceding such date.

Pursuant to section 501(k)(3)(B) of Division N of the Consolidated Appropriations Act, 2021, and 2 CFR 200.403, when providing ERA1 assistance, the grantee must review the household's income and sources of assistance to confirm that the ERA1 assistance does not duplicate any other assistance, including federal, state, or local assistance provided for the same costs.

Grantees may rely on an attestation from the applicant regarding non-duplication with other government assistance in providing assistance to a household. Grantees with overlapping or contiguous jurisdictions are particularly encouraged to coordinate and participate in joint administrative solutions to meet this requirement. The requirement described in this paragraph does not apply to ERA2; however, to maximize program efficacy, Treasury encourages grantees to minimize the provision of duplicative assistance.

16. In ERA1, may a Tribe or Tribally Designated Housing Entity (TDHE) provide assistance to Tribal members living outside Tribal lands?

Yes. Tribal members living outside Tribal lands may receive ERA1 funds from their Tribe or TDHE, provided they are not already receiving ERA assistance from another Tribe or TDHE, state, or local government.

17. In ERA1, may a Tribe or TDHE provide assistance to non-Tribal members living on Tribal lands?

Yes. A Tribe or TDHE may provide ERA1 funds to non-Tribal members living on Tribal lands, provided these individuals are not already receiving ERA assistance from another Tribe or TDHE, state, or local government.

18. May a grantee provide assistance to households for which the grantee is the landlord?

Yes. A grantee may provide assistance to households for which the grantee is the landlord, provided that the grantee complies with the all provisions of the statute establishing ERA1 or ERA2, as applicable, the award terms, and applicable ERA guidance issued by Treasury, and that no preferences (beyond the prioritization described in FAQ 22) are given to households that reside in the grantee's own properties.

19. May a grantee provide assistance to a renter household with respect to utility or energy costs without also covering rent?

Yes. A grantee is not required to provide assistance with respect to rent in order to provide assistance with respect to utility or energy costs. For ERA1, the limitations in section 501(c)(2)(B) of Division N of the Consolidated Appropriations Act, 2021, limiting assistance for prospective rent payments do not apply to the provision of utilities or home energy costs.

20. May a grantee provide ERA assistance to homeowners to cover their mortgage, utility, or energy costs?

No. ERA assistance may be provided only to eligible households, which is defined by statute to include only households that are obligated to pay rent on a residential dwelling. However, homeowners may be eligible for assistance under programs using funds under the Homeowner Assistance Fund, which was established by Treasury under the American Rescue Plan Act of 2021.

21. May grantees administer ERA programs by using contractors, subrecipients, or intergovernmental cooperation agreements?

Yes. Grantees may use ERA payments to make subawards to other entities, including non-profit organizations and local governments, to administer ERA programs on behalf of the grantees.

The subrecipient monitoring and management requirements set forth in 2 CFR 200.331–333 will apply to such entities. Grantees may also enter into contracts using ERA payments for goods or services to implement ERA programs. Grantees must comply with the procurement standards set forth in 2 CFR 200.317–327 in entering into such contracts. Grantees are encouraged to achieve administrative efficiency and fiduciary responsibility by collaborating with other grantees in joint administrative solutions to deploying ERA resources.

22. ERA requires a prioritization of assistance for households with incomes less than 50 percent of area median income or households with one or more individuals that have not been employed for the 90-day period preceding the date of application. How should grantees prioritize assistance?

Grantees should establish a preference system for assistance that prioritizes assistance to households with incomes less than 50 percent area median income⁸ and to households with one or more members that have been unemployed for at least 90 days. Grantees should document the

⁸ For the definition of area median income, see FAQ 4 above.

preference system they plan to use and should inform all applicants about available preferences.

Treasury will require grantees to report to Treasury on the methods they have established to implement this prioritization of assistance and to publicly post a description of their prioritization methods, including on their program web page if one exists, by July 15, 2021.

23. ERA1 and ERA2 both allow for up to 10 percent of the funds received by a grantee to be used for certain housing stability services. What are some examples of these services?

ERA1 and ERA2 have different requirements for housing stability services.

Under ERA1, these funds may be used to provide eligible households with case management and other services related to the COVID-19 outbreak, as defined by the Secretary, intended to help keep households stably housed.

Under ERA2, these services do not have to be related to the COVID-19 outbreak.

For purposes of ERA1 and ERA2, housing stability services include those that enable eligible households to maintain or obtain housing. Such services may include, among other things, eviction prevention and eviction diversion programs; mediation between landlords and tenants; housing counseling; fair housing counseling; housing navigators or *promotoras* that help households access ERA programs or find housing; case management related to housing stability; housing-related services for survivors of domestic abuse or human trafficking; legal services or attorney's fees related to eviction proceedings and maintaining housing stability; and specialized services for individuals with disabilities or seniors that support their ability to access or maintain housing. Grantees using ERA funds for housing stability services must maintain records regarding such services and the amount of funds provided to them.

24. Are grantees required to remit interest earned on ERA payments made by Treasury?

No. ERA payments made by Treasury to states, territories, and the District of Columbia are not subject to the requirement of the Cash Management Improvement Act and Treasury's implementing regulations at 31 CFR part 205 to remit interest to Treasury. ERA payments made by Treasury to local governments, Tribes, and TDHEs are not subject to the requirement of 2 CFR 200.305(b)(8)–(9) to maintain balances in an interest-bearing account and remit payments to Treasury.

25. When may Treasury recoup ERA funds from a grantee?

Treasury may recoup ERA funds from a grantee if the grantee does not comply with the applicable limitations on the use of those funds.

26. May rental assistance be provided to temporarily displaced households living in hotels or motels?

Yes. The cost of a hotel or motel room occupied by an eligible household may be covered using ERA assistance within the category of certain "other expenses related to housing" (as described in

FAQ 7) provided that:

- i. the household has been temporarily or permanently displaced from its primary residence or does not have a permanent residence elsewhere;
- ii. the total months of assistance provided to the household do not exceed the applicable time limit described in FAQ 10; and
- iii. documentation of the hotel or motel stay is provided and the other applicable requirements provided in the statute and these FAQs are met.

The cost of the hotel or motel stay would not include expenses incidental to the charge for the room.

Grantees covering the cost of such stays must develop policies and procedures detailing under what circumstances they would provide assistance to cover such stays. In doing so, grantees should consider the cost effectiveness of offering assistance for this purpose as compared to other uses. If a household is eligible for an existing program with narrower eligibility criteria that can provide similar assistance for hotel or motel stays, such as the HUD Emergency Solutions Grant program or FEMA Public Assistance, grantees should utilize such programs prior to providing similar assistance under the ERA program.

27. May a renter subject to a “rent-to-own” agreement with a landlord be eligible for ERA assistance?

A grantee may provide financial assistance to households that are renting their residence under a “rent-to-own” agreement, under which the renter has the option (or obligation) to purchase the property at the end of the lease term, provided that a member of his or her household:

- i. is not a signor or co-signor to the mortgage on the property;
- ii. does not hold the deed or title to the property; and
- iii. has not exercised the option to purchase.

Homeowners may be eligible for assistance under programs using funds under the Homeowner Assistance Fund, which was established by Treasury under the American Rescue Plan Act of 2021.

28. Under what circumstances may households living in manufactured housing (mobile homes) receive assistance?

Rental payments for either the manufactured home or the parcel of land the manufactured home occupies are eligible for financial assistance under ERA programs. Households renting manufactured housing or the parcel of land the manufactured home occupies may also receive assistance for utilities and other expenses related to housing, as detailed in FAQ 7 above. This principle also applies to mooring fees for water-based dwellings (houseboats).

29. What are the applicable limitations on administrative expenses?

Under ERA1, not more than 10 percent of the amount paid to a grantee may be used for administrative costs attributable to providing financial assistance and housing stability services to eligible households. Under ERA2, not more than 15 percent of the amount paid to a grantee may be used for administrative costs attributable to providing financial assistance, housing stability services, and other affordable rental housing and eviction prevention activities.

The revised award term for ERA1 issued by Treasury permits recipients to use funds provided to cover both direct and indirect costs. A grantee may permit a subrecipient to incur more than 10 or 15 percent, as applicable, of the amount of the subaward issued to that subrecipient as long as the total of all administrative costs incurred by the grantee and all subrecipients, whether as direct or indirect costs, does not exceed 10 or 15 percent, as applicable, of the total amount of the award provided to the grantee from Treasury.)

Further, the revised award term for ERA1 no longer requires grantees to deduct administrative costs charged to the award from the amount available for housing stability services. Rather, any direct and indirect administrative costs in ERA1 or ERA2 must be allocated by the grantee to either the provision of financial assistance or the provision of housing stability services. As required by the applicable statutes, not more than 10 percent of funds received by a grantee may be used to provide eligible households with housing stability services (discussed in FAQ 23). To the extent administrative costs are not readily allocable to one or the other of these categories, the grantee may assume an allocation of the relevant costs of 90 percent to financial assistance and 10 percent to housing stability services.

Grantees may apply their negotiated indirect cost rate to the award, but only to the extent that the total of the amount charged pursuant to that rate and the amount of direct costs charged to the award does not exceed 10 percent of the amount of the award.

30. Should grantees provide tenants the option to apply directly for ERA assistance, rather than only accepting applications for assistance from landlords and owners of dwellings?

For ERA1, Treasury strongly encourages grantees to provide an option for tenants to apply directly for funding, rather than only accepting applications for assistance from landlords and owners of dwellings. For ERA2, grantees are required to allow tenants to apply directly for assistance, even if the landlord or owner chooses not to participate, consistent with the statutory requirement for the funds to be used to provide financial assistance to eligible households.

See FAQ 12 for additional information on grantees providing assistance to landlords and tenants.

31. How should grantees ensure that recipients use ERA funds only for permissible purposes?

Grantees should require recipients of funds under ERA programs, including tenants and landlords, to commit in writing to use ERA assistance only for the intended purpose before issuing a payment. Grantees are not required to obtain documentation evidencing the use of ERA program

funds by tenants and landlords. Grantees are expected to apply reasonable fraud- prevention procedures and to investigate and address potential instances of fraud or the misuse of funds that they become aware of.

There may be instances when a landlord refuses to accept a payment from a tenant who has received assistance directly from a grantee for the purpose of paying the landlord. In these cases, the grantee may allow the tenant to use the assistance for other eligible costs in accordance with the terms of the grantee's ERA programs.

32. Can grantees prohibit landlords from pursuing eviction for nonpayment of rent for some period after receiving ERA assistance?

With respect to landlords that receive funds under an ERA program for prospective rent or for rental arrearages, the grantee must prohibit the landlord from evicting the tenant for nonpayment of rent with respect to the period covered by the assistance.

In addition, with respect to landlords that receive funds for rental arrears, to promote the purpose of the program the grantee is encouraged to prohibit the landlord from evicting the tenant for nonpayment of rent for some period of time, consistent with applicable law.

In all cases, Treasury strongly encourages grantees to require landlords that receive funds under the ERA, as a condition of receiving the funds, not to evict tenants for nonpayment of rent for 30 to 90 days longer than the period covered by the rental assistance.

33. How can grantees work with other grantees to make their ERA programs consistent?

Treasury encourages grantees with overlapping or contiguous jurisdictions to collaborate to develop consistent or complementary terms of their ERA programs and to coordinate in their communications with the public, to minimize potential confusion among tenants and landlords regarding assistance. Treasury also encourages grantees to reduce burdens for entities seeking assistance from multiple grantees across different jurisdictions, including utility providers and landlords with properties in multiple jurisdictions.

34. Should a grantee require that a landlord initiate an eviction proceeding in order to apply for assistance under an ERA program?

No.

35. How can ERA assistance be used to support an eligible household moving to a new home?

ERA funds may be used to provide assistance to eligible households to cover prospective relocation assistance, rent, and utility or home energy costs, including after an eviction. Treasury encourages grantees to provide prospective support to help ensure housing stability. See FAQ 7 (regarding qualifying relocation expenses) and FAQ 10 (regarding time limits on assistance).

Before moving into a new residence, a tenant may not yet have a rental obligation, as required by

the statutes establishing ERA1 and ERA2. In those cases, Treasury encourages grantees to provide otherwise eligible households with an official document specifying the amount of financial assistance under ERA programs that the grantee will pay a landlord on behalf of the household (such as for a security deposit or rent) if the landlord and the household enter into a qualifying lease of at least six months. Such documentation may expire after a certain period, such as 60 to 120 days after the issuance date. Treasury encourages grantees to work with providers of housing stability services to help these households identify housing that meets their needs. For purposes of reporting to Treasury, grantees may consider these commitments to be an obligation of funding until their expiration.

36. What steps can ERA grantees take to prevent evictions for nonpayment of rent?

Treasury strongly encourages grantees to develop partnerships with courts in their jurisdiction that adjudicate evictions for nonpayment of rent to help prevent evictions and develop eviction diversion programs. For example, grantees should consider: (1) providing information to judges, magistrates, court clerks, and other relevant court officials about the availability of assistance under ERA programs and housing stability services; (2) working with eviction courts to provide information about assistance under ERA programs to tenants and landlords as early in the adjudication process as possible; and (3) engaging providers of legal services and other housing stability services to assist households against which an eviction action for nonpayment of rent has been filed.

37. How can grantees promote access to assistance for all eligible households?

Grantees should address barriers that potentially eligible households may experience in accessing ERA programs, including by providing program documents in multiple languages, by enabling persons with disabilities to access the programs, and by conducting targeted outreach to populations with disproportionately high levels of unemployment or housing instability or that are low income.

Grantees should also provide, either directly or through partner organizations, culturally and linguistically relevant outreach and housing stability services to ensure access to assistance for all eligible households.

38. May grantees obtain information in bulk from utility providers and landlords with multiple units regarding the eligibility of multiple tenants, or bundle assistance payments for the benefit of multiple tenants in a single payment to a utility provider or landlord?

Data-sharing agreements between grantees and utility providers or landlords with multiple units may reduce administrative burdens and enhance program integrity by providing information to validate tenant-provided information. Therefore, grantees may establish prudent information-sharing arrangements with utility providers and landlords for determining household eligibility. Grantees may also establish reasonable procedures for combining the assistance provided for multiple households into a single “bulk” payment made to a utility or landlord. Grantees should ensure that any such arrangements (1) comply with applicable privacy requirements; (2) include appropriate safeguards to ensure payments are made only for eligible households; and (3) are documented in records satisfying the grantee’s reporting requirements, including, for example, the amount of assistance paid for each household.”

In addition, to speed the delivery of assistance, grantees may adopt policies and procedures enabling landlords and utility providers to receive assistance based on reasonable estimates of arrears owed by multiple households, before their application and documentation requirements are satisfied. Specifically, a grantee may provide for payments based on such estimates if (1) the landlord or utility provider certifies that its estimate is reasonable based on information available to it at the time, (2) the grantee requires the landlord or utility provider to receive all required documentation within six months, and (3) the landlord or utility provider agrees in writing to return to the grantee any assistance the landlord or utility provider receives that the household was ineligible for or for which the required documentation is not received within six months. Grantees are encouraged to limit such payments to a portion of the landlord's or utility provider's estimate (for example, 50 or 75 percent of the estimated amount) to limit the risk of providing funds that are used for an ineligible purpose and subsequently must be returned. If an estimated payment is subsequently found to have been used for an ineligible household or an ineligible expense, or if the required documentation is not timely submitted, the payment will be considered an ineligible use of ERA funds by the grantee.

39. If ERA program funds are used for a security deposit for a lease, to whom should the landlord return the security deposit at the end of the lease?

Grantees should establish a policy with regard to the payment and disposition of security deposits, which should include a reasonable limit on the amount of a security deposit to be paid using ERA program funds. The amount of a security deposit should not exceed one month's rent, except in cases where a higher amount is reasonable and customary in the local housing market. The treatment of security deposits is generally subject to applicable law and the rental agreement. In order to mitigate risks associated with the use of ERA program funds for security deposits, grantees should establish a minimum rental period, not less than four months, before a tenant is entitled to receive a returned security deposit that was paid for with ERA funds. To the extent that the security deposit is not returned to the tenant, it should be returned to the grantee.

40. May ERA assistance be used for rental or utility arrears after the tenant no longer resides in the unit?

In order to remove barriers a household may face in accessing new housing, a grantee may, at the tenant's request, provide assistance for rental or utility arrears after an otherwise eligible tenant has vacated a unit. In addition to not engaging in further collection efforts regarding the arrears that are paid or related fees or expenses, as a condition to receiving payment, Treasury strongly encourages grantees to require the landlord or utility provider to agree not to pursue any further collection efforts against the household and ensure that any reports to credit agencies will confirm the matter's resolution. In addition, grantees may consider requiring the landlord or utility provider to notify the tenant that payment has been received and that there will be no further collection efforts.

41. May a grantee provide additional payments to landlords that enter into leases with eligible households experiencing circumstances that make it more difficult to secure rental housing?

Grantees may use ERA funds to pay for an additional rental payment required by a landlord as a

condition to entering into a lease with a “hard-to-house” household that would not qualify under the landlord’s previously established, non-discriminatory, and lawful screening or occupancy policies. “Hard-to-house” applicants are those who, during the preceding 12 months, suffered an eviction; aged out of foster care or similar arrangements; were convicted of a criminal offense or released from incarceration; or experienced homelessness. The additional payment must be documented in the written lease agreement as additional rent and may not, in the aggregate, exceed one month’s rent (excluding the additional payment). Grantees should establish reasonable safeguards to ensure these additional rental payments do not incentivize landlords to adopt more stringent leasing policies and are otherwise compliant with any rent or security deposit restrictions imposed by state or local law.

42. May a grantee provide ERA funds to another entity for the purpose of making payments more rapidly?

To speed the delivery of assistance, grantees may enter into a written agreement with a nonprofit organization to establish a payment fund for the sole purpose of delivering assistance using ERA funds while a household’s application remains in process. A grantee may use such a process if:

- The process is reserved for situations in which an expedited payment could reasonably be viewed as necessary to prevent an eviction or loss of utility services that precludes employing the grantee’s standard application and payment procedures on a timely basis.
- The nonprofit organization has the requisite financial capacity to manage the ERA funds, such as being a certified community development financial institution.
- The nonprofit organization deposits and maintains the ERA funds in a separate account that is not commingled with other funds.
- The grantee receives all required application and eligibility documentation within six months.
- The nonprofit organization agrees in writing to return to the grantee any assistance that the household was ineligible for or for which the required documentation is not received within six months.
- Any funds not used by the nonprofit organization are ultimately returned to the grantee.

If a payment made by the nonprofit organization is subsequently found to have been used for an ineligible household or an ineligible expense, or if the required application and eligibility documentation are not timely submitted, the payment will be considered an ineligible use of ERA funds by the grantee. Any administrative expenses attributable to a payment fund should be considered in accordance with FAQ 29.

Attachment #118

[illegible]

[illegible]

Attachment #125

Rejected Applications by Reason

1/27/2022

Total Tenant Applications Rejected

5964

Reason for Rejection	# of Applications Rejected
Not Available	1790
Missing Documentation – Income	703
Missing Documentation – Rental Agreement / Obligation	425
Duplicate Application (code no longer in use)	295
Household Income above 80% AMI	258
Missing Landlord Information	197
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	152
No value added to the requested amount of rental and utility	111
Missing Documentation – Utility	95
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	89
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	87
Rent requested already approved in previous RITM	78
Insufficient Documentation (code no longer in use)	69
FSRP Enrollment	68
Program Eligibility (code no longer in use)	65
Missing Documentation – Household Members	58
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	36
Received 18 months of assistance	35
request rents already approved or/and not past rents requested by the landlord	35
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	34
Missing Documentation – Income, Missing Documentation – Utility	31
Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility	31
no signed lease or ledger was submitted	29
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	27
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to the requested amount of rental and utility	26
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No value added to the requested amount of rental and utility	21

Missing Landlord Information, No value added to the requested amount of rental and utility	21
Requesting mortgage assistance	20
No sufficient signed lease or ledger was submitted by tenant	19
Missing Documentation – Income, Missing Landlord Information	19
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility	17
Missing Documentation – Utility, Missing Documentation – Income	17
Ineligible COVID Impact Statement, Missing Documentation – Income	16
Missing Documentation – Household Members, Missing Documentation – Income	16
Missing Landlord Information, Missing Documentation – Income	15
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	14
Missing Documentation – Income, Missing Documentation – Household Members	13
Missing Documentation – Income, No value added to the requested amount of rental and utility	13
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income	12
Ineligible COVID Impact Statement	12
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Landlord Information	12
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information	12
Missing Documentation – Utility, No value added to the requested amount of rental and utility	12
Application Discrepancy (code no longer in use)	11
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation	11
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	11
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to the requested amount of rental and utility	10
No value added to the requested amount of rental and utility, Missing Landlord Information	10

Missing Documentation – Identity, Missing Documentation – Income	9
Missing Documentation – Income, Ineligible COVID Impact Statement	9
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to the requested amount of rental and utility	8
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	7
Duplicate Application (code no longer in use), Missing Documentation – Income	7
Household Income above 80% AMI, Missing Documentation – Rental Agreement / Obligation	7
Missing Documentation – Income, Insufficient Documentation (code no longer in use)	7
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No value added to the requested amount of rental and utility	7
No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation	7
No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	7
Documentation Discrepancy for Rental Assistance (code no longer in use)	6
Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	6
Missing Documentation – Identity	6
Missing Documentation – Income, No sufficient signed lease or ledger was submitted by tenant	6
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information	6
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Missing Documentation – Income	6
Missing Documentation – Rental Agreement / Obligation, no signed lease or ledger was submitted	6
Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	6
Possible Immediate Family	6
no signed lease or ledger was submitted, Missing Documentation – Income	6

No sufficient signed lease or ledger was submitted by tenant, Missing Landlord Information	5
Duplicate Application (code no longer in use), request rents already approved or/and not past rents requested by the landlord	5
FSRP Enrollment , Missing Documentation – Utility	5
Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	5
Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant	5
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Household Members	5
Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation	5
Missing Documentation – Utility, Missing Landlord Information	5
Missing Individual SSN (Landlord)	5
No value added to theresqueted amount of rental and utulity, Missing Documentation – Utility	5
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation	4
Missing Documentation – Household Members, Missing Landlord Information	4
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant	4
Missing Documentation – Income, Missing Documentation – Utility, No value added to theresqueted amount of rental and utulity	4
Missing Documentation – Income, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	4
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Identity	4
Missing Documentation – Rental Agreement / Obligation, No value added to theresqueted amount of rental and utulity, Missing Landlord Information	4
Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	4
No value added to theresqueted amount of rental and utulity, Missing Documentation – Income	4
PI code 32	4
no signed lease or ledger was submitted, No value added to theresqueted amount of rental and utulity	4

COVID Impact (code no longer in use)	3
Household Income above 80% AMI, Missing Documentation – Utility	3
Household Income above 80% AMI, Missing Landlord Information	3
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to the requested amount of rental and utility	3
Ineligible COVID Impact Statement, Missing Documentation – Utility	3
Insufficient Documentation (code no longer in use), Missing Documentation – Rental Agreement / Obligation	3
Insufficient Documentation (code no longer in use), Missing Documentation – Utility	3
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	3
Missing Documentation – Income, Missing Documentation – Identity	3
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Ineligible COVID Impact Statement	3
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to the requested amount of rental and utility	3
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, no signed lease or ledger was submitted	3
Missing Documentation – Income, PI code 32	3
Missing Documentation – Rental Agreement / Obligation, Ineligible COVID Impact Statement	3
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Ineligible COVID Impact Statement	3
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Documentation – Income	3
Missing Documentation – Rental Agreement / Obligation, PI code 32	3
Missing Documentation – Utility, No sufficient signed lease or ledger was submitted by tenant	3
Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Income	3
Missing Landlord Information, Ineligible COVID Impact Statement, Missing Documentation – Income	3

Missing Landlord Information, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	3
Missing Landlord Information, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation	3
Missing Landlord Information, no signed lease or ledger was submitted	3
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	3
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information	3
No value added to theresqued amount of rental and utulity, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	3
Program Eligibility (code no longer in use), request rents already approved or/and not past rents requested by the landlord	3
Rent requested already approved in previous RITM, request rents already approved or/and not past rents requested by the landlord	3
The landlord identification seems to be manipulate and it was not possible to authenticate him	3
no signed lease or ledger was submitted, No sufficient signed lease or ledger was submitted by tenant	3
no signed lease or ledger was submitted, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	3
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	2
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	2
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Rental Agreement / Obligation	2
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Rental Agreement / Obligation, No value added to theresqued amount of rental and utulity	2
Application Discrepancy (code no longer in use), Documentation Discrepancy for Rental Assistance (code no longer in use), Duplicate Application (code no longer in use)	2
Application Discrepancy (code no longer in use), Duplicate Application (code no longer in use), Rent requested already approved in previous RITM	2

COVID Impact (code no longer in use), Missing Documentation – Income	2
Documentation Discrepancy for Rental Assistance (code no longer in use), Missing Documentation – Income	2
Documentation Discrepancy for Rental Assistance (code no longer in use), No value added to the requested amount of rental and utility	2
Duplicate Application (code no longer in use), Missing Documentation – Rental Agreement / Obligation	2
FSRP Enrollment , Ineligible COVID Impact Statement	2
FSRP Enrollment , No value added to the requested amount of rental and utility	2
Household Income above 80% AMI, Missing Documentation – Household Members	2
Ineligible COVID Impact Statement, Missing Documentation – Household Members	2
Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	2
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	2
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No value added to the requested amount of rental and utility	2
Ineligible COVID Impact Statement, Missing Landlord Information	2
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to the requested amount of rental and utility	2
Insufficient Documentation (code no longer in use), Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	2
Insufficient Documentation (code no longer in use), Missing Landlord Information	2
Missing Company TIN, Business License and/or Property Tax, Missing Landlord Information	2
Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Identity	2
Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Utility	2
Missing Documentation – Household Members, Missing Documentation – Utility	2
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation	2

Missing Documentation – Income, Duplicate Application (code no longer in use)	2
Missing Documentation – Income, Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation	2
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No sufficient signed lease or ledger was submitted by tenant	2
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No sufficient signed lease or ledger was submitted by tenant, No value added to theresqued amount of rental and utulity	2
Missing Documentation – Income, Missing Documentation – Utility, Missing Landlord Information	2
Missing Documentation – Income, Missing Individual SSN (Landlord)	2
Missing Documentation – Income, Missing Landlord Information, Missing Documentation – Household Members	2
Missing Documentation – Income, Missing Landlord Information, No value added to theresqued amount of rental and utulity	2
Missing Documentation – Income, no signed lease or ledger was submitted	2
Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant, Missing Landlord Information	2
Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant, No value added to theresqued amount of rental and utulity	2
Missing Documentation – Rental Agreement / Obligation, Duplicate Application (code no longer in use)	2
Missing Documentation – Rental Agreement / Obligation, Household Income above 80% AMI	2
Missing Documentation – Rental Agreement / Obligation, Insufficient Documentation (code no longer in use)	2
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Identity	2
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Identity, Missing Documentation – Income	2
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Company TIN, Business License and/or Property Tax	2
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Household Members	2

Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Utility	2
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, no signed lease or ledger was submitted	2
Missing Documentation – Rental Agreement / Obligation, Missing Individual SSN (Landlord)	2
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to theresqued amount of rental and utlility, Missing Documentation – Income	2
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, The landlord identification seems to be manipulate and it was not possible to authenticate him	2
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, no signed lease or ledger was submitted	2
Missing Documentation – Utility, Household Income above 80% AMI	2
Missing Documentation – Utility, Ineligible COVID Impact Statement	2
Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	2
Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to theresqued amount of rental and utlility	2
Missing Documentation – Utility, Missing Landlord Information, No value added to theresqued amount of rental and utlility	2
Missing Documentation – Utility, No value added to theresqued amount of rental and utlility, Missing Documentation – Rental Agreement / Obligation	2
Missing Documentation – Utility, Rent requested already approved in previous RITM	2
Missing Landlord Information, No sufficient signed lease or ledger was submitted by tenant	2
Missing Landlord Information, Ineligible COVID Impact Statement	2
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Insufficient Documentation (code no longer in use)	2
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, The landlord identification seems to be manipulate and it was not possible to authenticate him	2

Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility	2
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility, Missing Documentation – Income	2
Missing Landlord Information, Missing Documentation – Utility	2
Missing Landlord Information, PI code 32	2
Missing Landlord Information, Possible Immediate Family	2
Missing Landlord Information, The landlord identification seems to be manipulate and it was not possible to authenticate him	2
Missing Landlord Information, no signed lease or ledger was submitted, No value added to the requested amount of rental and utility	2
No value added to the requested amount of rental and utility, Duplicate Application (code no longer in use)	2
No value added to the requested amount of rental and utility, Missing Landlord Information, Missing Documentation – Income	2
No value added to the requested amount of rental and utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	2
Rent requested already approved in previous RITM, Duplicate Application (code no longer in use)	2
Rent requested already approved in previous RITM, Received 18 months of assistance	2
no signed lease or ledger was submitted, Missing Documentation – Rental Agreement / Obligation	2
no signed lease or ledger was submitted, Missing Documentation – Utility	2
no signed lease or ledger was submitted, Missing Landlord Information	2
No sufficient signed lease or ledger was submitted by tenant, Household Income above 80% AMI	1
No sufficient signed lease or ledger was submitted by tenant, Household Income above 80% AMI, Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
No sufficient signed lease or ledger was submitted by tenant, Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1

No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Household Members, Missing Documentation – Income, Ineligible COVID Impact Statement	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income, Missing Documentation – Household Members	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income, Missing Documentation – Identity	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income, No value added to the requested amount of rental and utility	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information	1
No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Ineligible COVID Impact Statement	1
No sufficient signed lease or ledger was submitted by tenant, Possible Immediate Family	1
No sufficient signed lease or ledger was submitted by tenant, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
No sufficient signed lease or ledger was submitted by tenant, The landlord identification seems to be manipulate and it was not possible to authenticate him, Missing Landlord Information	1
Application Discrepancy (code no longer in use), No sufficient signed lease or ledger was submitted by tenant, Missing Landlord Information, Possible Immediate Family, Rent requested already approved in previous RITM	1
Application Discrepancy (code no longer in use), Documentation Discrepancy for Rental Assistance (code no longer in use)	1
Application Discrepancy (code no longer in use), Documentation Discrepancy for Rental Assistance (code no longer in use), Duplicate Application (code no longer in use), No sufficient signed lease or ledger was submitted by tenant	1

Application Discrepancy (code no longer in use), Duplicate Application (code no longer in use)	1
Application Discrepancy (code no longer in use), Lump Sum Requested	1
Application Discrepancy (code no longer in use), Missing Documentation – Income	1
Application Discrepancy (code no longer in use), Missing Documentation – Utility	1
Application Discrepancy (code no longer in use), The landlord identification seems to be manipulate and it was not possible to authenticate him	1
COVID Impact (code no longer in use), Household Income above 80% AMI	1
COVID Impact (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Household Members	1
COVID Impact (code no longer in use), Missing Documentation – Rental Agreement / Obligation	1
COVID Impact (code no longer in use), Missing Documentation – Rental Agreement / Obligation, Missing Individual SSN (Landlord)	1
COVID Impact (code no longer in use), Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to theresqueted amount of rental and utulity	1
Documentation Discrepancy for Rental Assistance (code no longer in use), Missing Documentation – Household Members, Missing Documentation – Identity	1
Documentation Discrepancy for Rental Assistance (code no longer in use), Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Documentation Discrepancy for Rental Assistance (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Documentation Discrepancy for Rental Assistance (code no longer in use), Missing Documentation – Rental Agreement / Obligation	1
Documentation Discrepancy for Rental Assistance (code no longer in use), Program Eligibility (code no longer in use)	1
Duplicate Application (code no longer in use), FSRP Enrollment , Missing Documentation – Household Members	1
Duplicate Application (code no longer in use), Ineligible COVID Impact Statement	1

Duplicate Application (code no longer in use), Ineligible COVID Impact Statement, Missing Company TIN, Business License and/or Property Tax, Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, no signed lease or ledger was submitted, No sufficient signed lease or ledger was submitted by tenant, No value added to the requested amount of rental and utility	1
Duplicate Application (code no longer in use), Insufficient Documentation (code no longer in use), Missing Documentation – Income	1
Duplicate Application (code no longer in use), Missing Documentation – Household Members	1
Duplicate Application (code no longer in use), Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	1
Duplicate Application (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Duplicate Application (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Duplicate Application (code no longer in use), Missing Documentation – Income, The landlord identification seems to be manipulate and it was not possible to authenticate him, FSRP Enrollment	1
Duplicate Application (code no longer in use), Missing Landlord Information	1
Duplicate Application (code no longer in use), No value added to the requested amount of rental and utility	1
Duplicate Application (code no longer in use), Possible Immediate Family	1
Duplicate Application (code no longer in use), Program Eligibility (code no longer in use)	1
Duplicate Application (code no longer in use), Rent requested already approved in previous RITM	1
Duplicate Application (code no longer in use), no signed lease or ledger was submitted, Rent requested already approved in previous RITM	1
Duplicate Application (code no longer in use), no signed lease or ledger was submitted, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
FSRP Enrollment , Duplicate Application (code no longer in use)	1
FSRP Enrollment , Missing Documentation – Income	1

Household Income above 80% AMI, Duplicate Application (code no longer in use)	1
Household Income above 80% AMI, Ineligible COVID Impact Statement	1
Household Income above 80% AMI, Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation	1
Household Income above 80% AMI, Ineligible COVID Impact Statement, Missing Documentation – Utility	1
Household Income above 80% AMI, Insufficient Documentation (code no longer in use)	1
Household Income above 80% AMI, Lump Sum Requested	1
Household Income above 80% AMI, Missing Documentation – Income	1
Household Income above 80% AMI, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Household Income above 80% AMI, Missing Documentation – Income, Missing Landlord Information, No value added to theresqued amount of rental and utulity	1
Household Income above 80% AMI, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	1
Household Income above 80% AMI, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No sufficient signed lease or ledger was submitted by tenant	1
Household Income above 80% AMI, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Missing Documentation – Utility	1
Household Income above 80% AMI, Missing Documentation – Utility, Missing Landlord Information	1
Household Income above 80% AMI, Missing Individual SSN (Landlord), Missing Landlord Information	1
Household Income above 80% AMI, Missing Landlord Information, No value added to theresqued amount of rental and utulity	1
Household Income above 80% AMI, PI code 32	1
Household Income above 80% AMI, Possible Immediate Family	1
Household Income above 80% AMI, Program Eligibility (code no longer in use)	1
Household Income above 80% AMI, Requesting mortgage assistance	1
Ineligible COVID Impact Statement, No sufficient signed lease or ledger was submitted by tenant	1
Ineligible COVID Impact Statement, Documentation Discrepancy for Rental Assistance (code no longer in use)	1

Ineligible COVID Impact Statement, Household Income above 80% AMI	1
Ineligible COVID Impact Statement, Missing Documentation – Household Members, Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information	1
Ineligible COVID Impact Statement, Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Ineligible COVID Impact Statement, Missing Documentation – Household Members, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Ineligible COVID Impact Statement, Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation	1
Ineligible COVID Impact Statement, Missing Documentation – Income, No sufficient signed lease or ledger was submitted by tenant	1
Ineligible COVID Impact Statement, Missing Documentation – Income, No sufficient signed lease or ledger was submitted by tenant, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No sufficient signed lease or ledger was submitted by tenant, No value added to theresqueted amount of rental and utulity	1
Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, no signed lease or ledger was submitted, No value added to theresqueted amount of rental and utulity	1
Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Utility	1
Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Landlord Information	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1

Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Utility	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to theresqued amount of rental and utulity	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, PI code 32	1
Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Possible Immediate Family	1
Ineligible COVID Impact Statement, Missing Documentation – Utility, Duplicate Application (code no longer in use)	1
Ineligible COVID Impact Statement, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation	1
Ineligible COVID Impact Statement, Missing Landlord Information, No value added to theresqued amount of rental and utulity	1
Ineligible COVID Impact Statement, Missing Landlord Information, no signed lease or ledger was submitted, No value added to theresqued amount of rental and utulity	1
Ineligible COVID Impact Statement, Possible Immediate Family	1
Insufficient Documentation (code no longer in use), COVID Impact (code no longer in use)	1
Insufficient Documentation (code no longer in use), Documentation Discrepancy for Rental Assistance (code no longer in use)	1
Insufficient Documentation (code no longer in use), Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Insufficient Documentation (code no longer in use), Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant	1
Insufficient Documentation (code no longer in use), Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income	1

Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No value added to the requested amount of rental and utility	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to the requested amount of rental and utility	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, no signed lease or ledger was submitted, No sufficient signed lease or ledger was submitted by tenant	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Documentation – Utility	1
Insufficient Documentation (code no longer in use), Missing Documentation – Income, Missing Individual SSN (Landlord), The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Insufficient Documentation (code no longer in use), Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Insufficient Documentation (code no longer in use), Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to the requested amount of rental and utility	1
Insufficient Documentation (code no longer in use), Missing Documentation – Utility, Missing Landlord Information, No value added to the requested amount of rental and utility	1
Insufficient Documentation (code no longer in use), Program Eligibility (code no longer in use)	1
Missing Company TIN, Business License and/or Property Tax	1
Missing Company TIN, Business License and/or Property Tax, Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1

Missing Company TIN, Business License and/or Property Tax, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No sufficient signed lease or ledger was submitted by tenant, No value added to the requested amount of rental and utility	1
Missing Company TIN, Business License and/or Property Tax, Missing Documentation – Rental Agreement / Obligation, Missing Individual SSN (Landlord)	1
Missing Company TIN, Business License and/or Property Tax, request rents already approved or/and not past rents requested by the landlord	1
Missing Documentation – Household Members, No sufficient signed lease or ledger was submitted by tenant	1
Missing Documentation – Household Members, Duplicate Application (code no longer in use)	1
Missing Documentation – Household Members, Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Landlord Information	1
Missing Documentation – Household Members, Ineligible COVID Impact Statement, Missing Landlord Information	1
Missing Documentation – Household Members, Insufficient Documentation (code no longer in use)	1
Missing Documentation – Household Members, Missing Documentation – Identity, Missing Documentation – Income	1
Missing Documentation – Household Members, Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant	1
Missing Documentation – Household Members, Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, no signed lease or ledger was submitted, No value added to the requested amount of rental and utility	1
Missing Documentation – Household Members, Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Missing Documentation – Household Members, Missing Documentation – Income, No sufficient signed lease or ledger was submitted by tenant, Household Income above 80% AMI	1
Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1

Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, no signed lease or ledger was submitted	1
Missing Documentation – Household Members, Missing Documentation – Income, Missing Landlord Information	1
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Ineligible COVID Impact Statement	1
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Identity	1
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, No value added to the requested amount of rental and utility	1
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Possible Immediate Family	1
Missing Documentation – Household Members, Missing Documentation – Utility, No value added to the requested amount of rental and utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Household Members, Missing Landlord Information, No sufficient signed lease or ledger was submitted by tenant	1
Missing Documentation – Household Members, Missing Landlord Information, Ineligible COVID Impact Statement	1
Missing Documentation – Household Members, Missing Landlord Information, Missing Documentation – Identity, Missing Documentation – Utility	1
Missing Documentation – Household Members, Missing Landlord Information, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Household Members, Missing Landlord Information, Rent requested already approved in previous RITM	1
Missing Documentation – Household Members, no signed lease or ledger was submitted	1
Missing Documentation – Household Members, no signed lease or ledger was submitted, Missing Documentation – Income	1
Missing Documentation – Identity, COVID Impact (code no longer in use)	1

Missing Documentation – Identity, Missing Documentation – Household Members	1
Missing Documentation – Identity, Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1
Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Utility, Missing Documentation – Household Members	1
Missing Documentation – Identity, Missing Documentation – Income, Missing Documentation – Utility, Missing Landlord Information	1
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation, FSRP Enrollment	1
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation, Missing Company TIN, Business License and/or Property Tax	1
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	1
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to the requested amount of rental and utility	1
Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, no signed lease or ledger was submitted	1
Missing Documentation – Identity, Missing Landlord Information, Missing Documentation – Income	1
Missing Documentation – Income, No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Utility	1
Missing Documentation – Income, No sufficient signed lease or ledger was submitted by tenant, No value added to the requested amount of rental and utility	1
Missing Documentation – Income, COVID Impact (code no longer in use)	1
Missing Documentation – Income, Ineligible COVID Impact Statement, Household Income above 80% AMI	1
Missing Documentation – Income, Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Income, Ineligible COVID Impact Statement, PI code 32	1
Missing Documentation – Income, Missing Company TIN, Business License and/or Property Tax	1

Missing Documentation – Income, Missing Documentation – Household Members, Ineligible COVID Impact Statement	1
Missing Documentation – Income, Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Duplicate Application (code no longer in use)	1
Missing Documentation – Income, Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Missing Documentation – Income, Missing Documentation – Household Members, Missing Documentation – Utility	1
Missing Documentation – Income, Missing Documentation – Household Members, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Missing Documentation – Income, Missing Documentation – Identity, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Income, Missing Documentation – Identity, no signed lease or ledger was submitted	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, No sufficient signed lease or ledger was submitted by tenant, Missing Landlord Information	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Application Discrepancy (code no longer in use)	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, COVID Impact (code no longer in use)	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Company TIN, Business License and/or Property Tax, Missing Landlord Information, Ineligible COVID Impact Statement	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Ineligible COVID Impact Statement	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, no signed lease or ledger was submitted, No value added to theresqued amount of rental and utulity	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, no signed lease or ledger was submitted	1
Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, no signed lease or ledger was submitted, No value added to theresqued amount of rental and utulity, Missing Landlord Information	1

Missing Documentation – Income, Missing Documentation – Utility, COVID Impact (code no longer in use)	1
Missing Documentation – Income, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Income, Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Identity	1
Missing Documentation – Income, Missing Documentation – Utility, no signed lease or ledger was submitted	1
Missing Documentation – Income, Missing Landlord Information, Ineligible COVID Impact Statement	1
Missing Documentation – Income, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility	1
Missing Documentation – Income, Missing Landlord Information, Missing Documentation – Utility	1
Missing Documentation – Income, Missing Landlord Information, No value added to the requested amount of rental and utility, Missing Documentation – Utility	1
Missing Documentation – Income, Missing Landlord Information, no signed lease or ledger was submitted, Requesting mortgage assistance	1
Missing Documentation – Income, No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Duplicate Application (code no longer in use)	1
Missing Documentation – Income, No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Missing Documentation – Income, Program Eligibility (code no longer in use)	1
Missing Documentation – Income, Rent requested already approved in previous RITM	1
Missing Documentation – Income, Requesting mortgage assistance	1
Missing Documentation – Income, request rents already approved or/and not past rents requested by the landlord	1
Missing Documentation – Income, request rents already approved or/and not past rents requested by the landlord, Missing Documentation – Utility	1
Missing Documentation – Rental Agreement / Obligation, COVID Impact (code no longer in use), Ineligible COVID Impact Statement	1

Missing Documentation – Rental Agreement / Obligation, FSRP Enrollment	1
Missing Documentation – Rental Agreement / Obligation, Household Income above 80% AMI, Possible Immediate Family	1
Missing Documentation – Rental Agreement / Obligation, Ineligible COVID Impact Statement, Missing Documentation – Utility	1
Missing Documentation – Rental Agreement / Obligation, Insufficient Documentation (code no longer in use), Missing Documentation – Income	1
Missing Documentation – Rental Agreement / Obligation, Missing Company TIN, Business License and/or Property Tax	1
Missing Documentation – Rental Agreement / Obligation, Missing Company TIN, Business License and/or Property Tax, Missing Landlord Information	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Household Members, Missing Landlord Information	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Identity, Ineligible COVID Impact Statement	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Identity, Missing Documentation – Utility, Missing Documentation – Income	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, COVID Impact (code no longer in use)	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, No value added to the resqued amount of rental and utility, Duplicate Application (code no longer in use)	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, No value added to the resqued amount of rental and utility, Missing Company TIN, Business License and/or Property Tax	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Program Eligibility (code no longer in use)	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Ineligible COVID Impact Statement	1

Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Documentation – Income, Missing Documentation – Household Members	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Individual SSN (Landlord)	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, Ineligible COVID Impact Statement	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, request rents already approved or/and not past rents requested by the landlord	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to theresqueded amount of rental and utulity, Missing Landlord Information	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, no signed lease or ledger was submitted, No sufficient signed lease or ledger was submitted by tenant, No value added to theresqueded amount of rental and utulity, Missing Landlord Information	1
Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, no signed lease or ledger was submitted, No value added to theresqueded amount of rental and utulity, Missing Landlord Information	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Insufficient Documentation (code no longer in use)	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Missing Documentation – Utility	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Missing Documentation – Utility, No value added to theresqueded amount of rental and utulity	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to theresqueded amount of rental and utulity, Missing Documentation – Utility	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, No value added to theresqueded amount of rental and utulity, no signed lease or ledger was submitted	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Program Eligibility (code no longer in use)	1

Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Requesting mortgage assistance	1
Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, no signed lease or ledger was submitted, No value added to the requested amount of rental and utility	1
Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility, Missing Documentation – Income	1
Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility, Missing Documentation – Utility, Missing Documentation – Income	1
Missing Documentation – Rental Agreement / Obligation, No value added to the requested amount of rental and utility, Missing Landlord Information, no signed lease or ledger was submitted	1
Missing Documentation – Rental Agreement / Obligation, Requesting mortgage assistance	1
Missing Documentation – Rental Agreement / Obligation, no signed lease or ledger was submitted, No value added to the requested amount of rental and utility	1
Missing Documentation – Rental Agreement / Obligation, request rents already approved or/and not past rents requested by the landlord	1
Missing Documentation – Utility, No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income	1
Missing Documentation – Utility, Duplicate Application (code no longer in use)	1
Missing Documentation – Utility, FSRP Enrollment	1
Missing Documentation – Utility, Ineligible COVID Impact Statement, Missing Documentation – Income	1
Missing Documentation – Utility, Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1
Missing Documentation – Utility, Ineligible COVID Impact Statement, Missing Landlord Information	1
Missing Documentation – Utility, Missing Documentation – Household Members	1
Missing Documentation – Utility, Missing Documentation – Household Members, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Missing Documentation – Utility, Missing Documentation – Income, Ineligible COVID Impact Statement	1

Missing Documentation – Utility, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Utility, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Insufficient Documentation (code no longer in use)	1
Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Landlord Information	1
Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, No value added to the resqued amount of rental and utility, Ineligible COVID Impact Statement	1
Missing Documentation – Utility, Missing Landlord Information, Ineligible COVID Impact Statement	1
Missing Documentation – Utility, Missing Landlord Information, Ineligible COVID Impact Statement, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Income, Missing Documentation – Household Members	1
Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1
Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, No value added to the resqued amount of rental and utility	1
Missing Documentation – Utility, No value added to the resqued amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Household Members, Missing Landlord Information	1
Missing Documentation – Utility, No value added to the resqued amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
Missing Documentation – Utility, No value added to the resqued amount of rental and utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation	1
Missing Documentation – Utility, No value added to the resqued amount of rental and utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1

Missing Documentation – Utility, No value added to the requested amount of rental and utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Missing Documentation – Utility, PI code 32	1
Missing Documentation – Utility, Program Eligibility (code no longer in use)	1
Missing Documentation – Utility, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Missing Documentation – Utility, no signed lease or ledger was submitted	1
Missing Documentation – Utility, no signed lease or ledger was submitted, Missing Landlord Information	1
Missing Documentation – Utility, request rents already approved or/and not past rents requested by the landlord	1
Missing Individual SSN (Landlord), Duplicate Application (code no longer in use)	1
Missing Individual SSN (Landlord), Missing Landlord Information	1
Missing Individual SSN (Landlord), Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
Missing Landlord Information, Duplicate Application (code no longer in use)	1
Missing Landlord Information, Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation	1
Missing Landlord Information, Insufficient Documentation (code no longer in use)	1
Missing Landlord Information, Missing Documentation – Household Members	1
Missing Landlord Information, Missing Documentation – Identity, Missing Documentation – Income	1
Missing Landlord Information, Missing Documentation – Identity, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income	1
Missing Landlord Information, Missing Documentation – Income, COVID Impact (code no longer in use), Missing Documentation – Rental Agreement / Obligation	1
Missing Landlord Information, Missing Documentation – Income, Missing Documentation – Household Members, Missing Documentation – Utility	1

Missing Landlord Information, Missing Documentation – Income, Missing Documentation – Rental Agreement / Obligation, Insufficient Documentation (code no longer in use)	1
Missing Landlord Information, Missing Documentation – Income, No value added to the requested amount of rental and utility	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, COVID Impact (code no longer in use)	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Household Members	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Identity	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, No value added to the requested amount of rental and utility, Missing Company TIN, Business License and/or Property Tax	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Possible Immediate Family	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, No value added to the requested amount of rental and utility	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Program Eligibility (code no longer in use)	1
Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, The landlord identification seems to be manipulated and it was not possible to authenticate him	1
Missing Landlord Information, Missing Documentation – Utility, Missing Documentation – Household Members, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Identity	1
Missing Landlord Information, No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation	1
Missing Landlord Information, No value added to the requested amount of rental and utility, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation	1

Missing Landlord Information, No value added to theresqued amount of rental and utulity, Possible Immediate Family	1
Missing Landlord Information, Program Eligibility (code no longer in use)	1
Missing Landlord Information, Received 18 months of assistance	1
No value added to theresqued amount of rental and utulity, No sufficient signed lease or ledger was submitted by tenant	1
No value added to theresqued amount of rental and utulity, COVID Impact (code no longer in use), No sufficient signed lease or ledger was submitted by tenant, Missing Landlord Information	1
No value added to theresqued amount of rental and utulity, Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Utility	1
No value added to theresqued amount of rental and utulity, Ineligible COVID Impact Statement, Missing Landlord Information	1
No value added to theresqued amount of rental and utulity, Missing Company TIN, Business License and/or Property Tax	1
No value added to theresqued amount of rental and utulity, Missing Documentation – Income, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility	1
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Ineligible COVID Impact Statement, Household Income above 80% AMI, Missing Landlord Information	1
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Ineligible COVID Impact Statement, Missing Documentation – Income	1
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Documentation – Identity	1
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Missing Landlord Information	1
No value added to theresqued amount of rental and utulity, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Identity	1

No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Ineligible COVID Impact Statement	1
No value added to the requested amount of rental and utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information, Missing Documentation – Income	1
No value added to the requested amount of rental and utility, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation, Missing Landlord Information	1
No value added to the requested amount of rental and utility, Missing Landlord Information, Missing Documentation – Utility, Missing Documentation – Rental Agreement / Obligation	1
No value added to the requested amount of rental and utility, no signed lease or ledger was submitted	1
No value added to the requested amount of rental and utility, no signed lease or ledger was submitted, Missing Landlord Information	1
Possible Immediate Family, Rent requested already approved in previous RITM	1
Possible Immediate Family, request rents already approved or/and not past rents requested by the landlord	1
Program Eligibility (code no longer in use), FSRP Enrollment	1
Program Eligibility (code no longer in use), Insufficient Documentation (code no longer in use)	1
Program Eligibility (code no longer in use), Missing Documentation – Income	1
Program Eligibility (code no longer in use), Missing Landlord Information	1
Program Eligibility (code no longer in use), Requesting mortgage assistance	1
Program Eligibility (code no longer in use), Tenant owns Condominium. No lease agreement.	1
Program Eligibility (code no longer in use), no signed lease or ledger was submitted	1
Received 18 months of assistance, Missing Documentation – Utility	1
Received 18 months of assistance, Rent requested already approved in previous RITM	1
Rent requested already approved in previous RITM, Program Eligibility (code no longer in use)	1
Requesting mortgage assistance, Program Eligibility (code no longer in use)	1
Tenant owns Condominium. No lease agreement.	1

The landlord identification seems to be manipulate and it was not possible to authenticate him, Ineligible COVID Impact Statement	1
The landlord identification seems to be manipulate and it was not possible to authenticate him, Missing Documentation – Household Members, Missing Documentation – Income	1
no signed lease or ledger was submitted, No sufficient signed lease or ledger was submitted by tenant, Missing Documentation – Income	1
no signed lease or ledger was submitted, COVID Impact (code no longer in use), Missing Documentation – Income	1
no signed lease or ledger was submitted, Ineligible COVID Impact Statement, Missing Documentation – Income, Missing Documentation – Identity	1
no signed lease or ledger was submitted, Missing Documentation – Utility, Missing Documentation – Income	1
no signed lease or ledger was submitted, Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Income	1
no signed lease or ledger was submitted, Missing Documentation – Utility, Missing Landlord Information, Missing Documentation – Rental Agreement / Obligation, Missing Documentation – Income, Insufficient Documentation (code no longer in use)	1
no signed lease or ledger was submitted, No value added to theresqueted amount of rental and utulity, Missing Documentation – Income	1
no signed lease or ledger was submitted, The landlord identification seems to be manipulate and it was not possible to authenticate him	1
request rents already approved or/and not past rents requested by the landlord, No value added to theresqueted amount of rental and utulity	1
request rents already approved or/and not past rents requested by the landlord, Received 18 months of assistance	1
request rents already approved or/and not past rents requested by the landlord, Rent requested already approved in previous RITM	1

Attachment #151

	FY21												FY22-Q1			Total		Monthly Average	
IDA Metric	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	FY21 (11 months)	FY22-Q1	FY21	FY22-Q1
Entry to caseload (New households beginning to receive IDA benefits)		28	28	11	20	4	1	44	17	19	21	9	10	14	13	202	37	18	12
Exit (IDA households no longer receiving IDA benefits)		66	46	30	11	22	56	26	27	36	27	44	97	29	23	391	149	36	50
IDA Caseload	565	527	509	490	499	481	426	444	434	417	411	376	289	274	264	465	276	465	276

*Note that IDA is tracked by entries and exits.