



SIP Rehousing Placement Documentation Policy (Final Version - 9.8.21)

Background

As the City continues to recover from the COVID-19 pandemic and the Shelter in Place (SIP) hotel program comes to an end, HSH and contracted service provider partners are working to rehouse approximately 2,000 people into Permanent Supportive Housing, Flexible Housing Subsidy Pool and Rapid Rehousing units.

An ongoing barrier to an efficient rehousing process has been acquiring the required documentation needed for each guest prior to housing placement. Under the current procedure, the Housing Navigation teams work with each guest to get their documents in order prior to housing placement. The Homelessness Response System has been working diligently to get people “doc” ready since guests entered the alternative shelter program. Since that time and at present, Navigators and Care Coordinators are spending as much time getting people document ready as they are working on direct housing placements. Yet, only on average of 3% of residents each month have gotten document ready and only 27% of people are currently doc ready. The amount of time spent getting documents is severely hampering efforts to accelerate housing placements.

This new policy is intended to expedite the housing placement process by lowering the documentation requirements for all housing funded by HSH and by allowing clients to compile the needed documents post placement. HSH will put this new policy into effect on September 13, 2021.

The new Documentation Policy will be piloted within the SIP System until that system is fully demobilized, and may be extended beyond this time limited project, based on its successes in easing the housing placement process.

Policy

1. For guests placed in traditional HSH-funded **Permanent Supportive Housing**:
 - A. Providers will limit their pre-move in documentation requirements only to those documents considered Tier 1, including:
 - i. Identification: Traditional photo ID and social security card. If the client is unable to secure these documents, alternative documents will be accepted:
 - a. MEDS and CHANGES printouts uploaded to ONE can be used to verify identification and Social Security Number in lieu of traditionally required documentation.
 - ii. Income verification: In most cases, Navigators will also provide MEDS/CalWIN/SSA income verification prior to housing referral. When they cannot, HSH will only honor income verification as a pre-move in documentation requirement upon provider request and in limited instances



where the funding source for the available unit requires income verification as a condition of housing placement or to set rent.

- B. Asset verification: Asset verification is not generally considered Tier 1 documentation required for move in. Housing providers with TCAC units will complete the *Under \$5,000 Asset Questionnaire* with the referral and will not require bank statements or other asset verification documentation prior to move-in, except in very limited circumstances in which it may be required by statute or regulation.
 - C. Upon receipt of Tier 1 documentation, the PSH staff will accept the referral and begin working to match the client to a unit and to complete the Universal Housing Application.
 - i. Upon request of the PSH provider, Navigators will work with the client to complete the Universal Housing Application.
 - D. If MEDS alternative ID is being used to place a client in a building where the funder requires traditional ID, the housing provider will execute a 90 day lease with the client and require the client to sign a self-certification of identity stating that they will obtain a government identification card within 90 days and acknowledging that failure to comply with this requirement may result in the lease not being renewed.
 - i. CoC units are an exception because a one year lease is required by HUD. Clients placed in CoC units should sign a self-certification acknowledging that failure to produce required documentation within 90 days may result in loss of eligibility for the unit and/or a rent increase to market rate as established by the Mayor's Office of Housing for the type of unit being occupied.
 - E. Post housing placement, Permanent Supportive Housing staff will work with new tenants to secure their remaining required documents within 90 days of housing placement. Depending on what is required by the provider and on the form of verification provided by the Navigator prior to placement, PSH staff may need to work with the client to obtain traditional government identification or income verification.
 - F. If the post-placement documents find that a guest is not eligible for the housing they have been placed into, or if the guest refuses to cooperate with the documentation process once placed, HSH will facilitate the client's move to another temporary or permanent housing option within the homeless response system for which they are eligible.
 - G. The lack of documentation cannot be grounds for eviction from HSH-funded PSH.
2. For guests being placed into **Flexible Housing Subsidy Pool, Rapid Rehousing and Short Term Housing Assistance**:
- A. The HSH contracted provider shall limit their required documentation to Tier 1 documents in order to enroll in the Flexible Housing Subsidy Pool or Rapid Rehousing Program. These documents include:



- i. Identification: Traditional photo ID and social security card. If the client is unable to secure these documents, alternative documents will be accepted:
 - a. MEDS and CHANGES printouts can be used to verify identification and Social Security Number in lieu of traditionally required documentation.
 - ii. Income verification: In most cases, Navigators will also provide MEDS/CalWIN/SSA income verification prior to housing referral.
- B. Upon receipt of Tier 1 documentation, the subsidy provider will accept the referral and begin working to match the client to a unit.
- C. If MEDS alternative ID is being used, subsidy provider staff will have the client sign a self-certification of identity stating that they will obtain a government identification card within 90 days if required to do so, and acknowledging that failure comply with this requirement may result in their inability to obtain a housing unit.
- D. The individual private landlord may have other documentation requirements, but these should not limit enrollment in the program and should not delay the housing search process. Landlord required documents should be collected with the support of the rehousing provider simultaneous to the housing search process.
- E. The rehousing provider should make every effort to reduce the documentation requirements of the private landlords.

