

# Permanent Supportive Housing Assistance Agreement

## Your Rights as a Client:

We want to make sure that you and your friends and family are treated with respect. Your rights are listed below. **If we have not lived up to this promise, we need you to let us know.**

- ❖ RESPECT: You and your friends and family will be treated with respect and honor.
- ❖ FAIRNESS: You and your friends and family will not be treated differently because of your race, gender, sexual orientation, appearance, religion, spirituality, ethnicity, national origin, past history, military service, health or age.
- ❖ PRIVACY: You can expect to have your privacy protected. We won't share your information without your permission.
- ❖ CARE: You and your friends and family have the right to receive high quality care. In order to make that happen, we need you to stay involved with your service plan.
- ❖ COMMUNICATION: Our staff members will respond to your questions, concerns, and requests in a reasonable amount of time. We will provide services in your language using an interpreter if needed.
- ❖ ENDING SERVICES: You have the right to end services with our organization at any time. If we are no longer able to serve you as a client, we will explain the reasons why. You have the right to talk to us about ending services either in-person, by phone, or in writing. You have the right to be referred to another agency for services. You can always apply for services again.

## Occupancy Agreement:

I agree to:

1. Abide by my lease, including paying my rent portion on time.
2. Report changes in income, household members, significant health problems or legal involvement to my housing specialist immediately.  
Income and household member changes may impact my program eligibility.
3. Report maintenance directly to the landlord first and involve my housing specialist as needed.
4. Provide complete, current, and correct information or documentation to verify eligibility.
5. Cooperate with inspections with 48 hours notice.

I understand that:

1. My housing specialist will engage with me through phone calls and home visits throughout the year.
2. If I do not respond to two phone calls and a letter for my yearly HQS Inspection, my housing specialist will coordinate with my landlord to gain access to my unit to complete the inspection.
3. My utility allowance check will be mailed directly to the utility company. This account must be in my name.
4. The utility allowance check is not necessarily a complete payment for monthly usage, and I am responsible for any amount over the monthly allowance.
5. This agreement is renewed annually at my recertification

## Mandated Reporting:

Ohio law requires certain professionals, including Shelter Plus Care staff, to report signs of abuse, neglect, or serious harm to self or others. These reports must go to protective services, mental health crisis services and/or the police. This law is in place to protect people and pets and to connect people with services that can help.

We must make a report if we are aware of signs of:

- Abuse or neglect of a child, an elder, or a pet.
- Risk of harm to yourself (suicide).
- Risk of harm to someone else (threats to hurt or kill another person).

If staff needs to make a report, they will let you know ahead of time if appropriate and you can make the call with them.

\*You will be given a copy of this form at intake. We will also attempt to provide it again at the end of your assistance, including the reason assistance has ended. Please see "Report Your Concerns" for information on how to be heard if you do not agree with the reason assistance has ended.

**I have read and/or had explained to me the above statements. I understand and accept the Occupancy Agreement and will fulfill the responsibilities and obligations it requires. I have received a copy of "Report Your Concerns".**

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

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

## Permanent Supportive Housing Program Termination of Services Policy

**POLICY:** Permanent Supportive Housing programs provide housing and supportive services to assist homeless persons with a disability to live independently. It is the responsibility of the program to exercise good judgment and examine all extenuating circumstances in determining when program violations are serious enough to result in termination from the program.

Rental assistance payments can only be made for units that pass the Department of Housing and Urban Development Housing Quality Standards (24 CFR 982.401) during an initial inspection and within 30 days of an annual inspection.

Failure to comply with the federal regulations of the program will result in termination from the program. Per the federal regulations, participants must:

- Receive an annual assessment of needs; and
- Provide all required documentation to verify program eligibility initially, annually, and as changes occur.

Termination will also occur when the qualifying member of the household:

- Is institutionalized, hospitalized or incarcerated for 90 days or more;
- Abandons the housing unit; or
- Threatens or commits violence against program staff or participants;
- Dies.

Abandonment occurs when program staff become aware that the participant is no longer living in their unit for reasons other than being institutionalized, hospitalized, or incarcerated. Staff will attempt contact, and the participant has until the end of the following month to demonstrate that they are occupying the unit to continue in the program. Participants who graduate the program due to increased income or an alternative housing subsidy or living arrangement will also be exited.

Termination may occur if the participant moves outside of Cincinnati/Hamilton County without prior approval by the housing provider. See CoC Policy titled "Increasing Mobility Options for Homeless Individuals and Families with Tenant-Based Rental Assistance" for additional information.

**PROCEDURE:** Participants will be provided a written copy of the program rules and the termination process upon entry into the program. In the spirit of the *supportive* aspects of the program, and within the fidelity of a Housing First\* framework, the participating agency will document reasonable efforts and interventions that demonstrate attempts to encourage participants' compliance with program rules and expectations. In some severe cases, (e.g. violence, or serious threats of violence, toward program staff, volunteers, or other participants), termination from the program may be immediate. Participants who repeatedly and/or seriously violate program rules or conditions may be terminated from the program.

When termination is deemed necessary, the participant will be provided notice that clearly states the reason for termination. The program must deliver all termination-related notices in writing. The participant will be given the opportunity to dispute the termination orally or in writing with a person other than the staff member (or a subordinate of that person) who made or approved the termination. Notice of the final decision will be provided to the program participant in a timely manner. Site-based projects should follow their written procedures for filing an eviction. The termination process must be consistent with federal regulations and the agency policy.

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

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

\*Housing First is a homeless assistance approach guided by the belief that people need basic necessities like food and a place to live before attending to anything less critical, such as getting a job, budgeting properly, or attending to substance use issues. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive service participation, and that exercising that choice is likely to make a client more successful in remaining housed and improving their life.

POLICY ADMINISTRATION: The Homeless Clearinghouse, Cincinnati/Hamilton County Continuum of Care Board  
EFFECTIVE DATE: 1/26/2016      REVISED: 12/8/2020