MID FLORIDA HOMELESS COALITION

FL 520 CONTINUUM OF CARE

WRITTEN STANDARDS

For the Provision of Homeless Assistance, Housing, and Supportive Services

Serving Citrus, Hernando, Lake, and Sumter Counties

Continuum of Care:
FL 520 Mid Florida Homeless Coalition Continuum of Care

Collaborative Applicant and Lead Agency:
Mid Florida Homeless Coalition, Inc.

Applicable Programs:
Continuum of Care Program
Emergency Solutions Grants Program
Florida Challenge Grant Program
Other Federal, State, Local, and Privately Funded Homeless Assistance Programs

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Approved by:
MFHC Continuum of Care Governing Board

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Introduction

The Mid Florida Homeless Coalition Continuum of Care (MFHC CoC) has established these Written Standards to guide the administration of housing and supportive services for projects funded by or coordinated through the Continuum of Care. These standards apply to recipients and subrecipients administering HUD Continuum of Care (CoC) Program funds, Emergency Solutions Grant (ESG) funds, Florida Challenge Grant funds, and other applicable federal, state, local, or private funding sources administered by or coordinated through the MFHC CoC.

These Written Standards were developed in collaboration with the MFHC CoC Performance Committee, ESG recipients and subrecipients, and community stakeholders in accordance with the McKinney-Vento Homeless Assistance Act, as amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act; HUD Continuum of Care Program regulations (24 CFR Part 578); Emergency Solutions Grants (ESG) Program regulations (24 CFR Part 576); Coordinated Entry requirements; the Equal Access Rule; the Fair Housing Act and other applicable federal civil rights laws; and applicable HUD guidance, including current Notices of Funding Opportunity (NOFOs).

The MFHC CoC recognizes that these Written Standards are living documents and will be reviewed and updated periodically to reflect changes in applicable laws, regulations, HUD guidance, best practices, and community needs. Revisions may also be informed by HMIS data, Coordinated Entry performance, system performance measures, project outcomes, stakeholder input, and continuous quality improvement efforts.

Housing Case Management is the foundation of participant engagement and service delivery throughout the MFHC CoC. It is a continuous, participant-centered process that begins at initial contact and continues throughout program enrollment, focusing on assessing needs, developing individualized housing stability plans, coordinating services, monitoring progress, and supporting participants in achieving and maintaining housing stability and long-term self-sufficiency. Case management activities, participant progress, referrals, and outcomes shall be documented consistently and timely in Clarity, the MFHC CoC's designated Homeless Management Information System (HMIS), in accordance with HMIS Policies and Procedures. Consistent documentation supports continuity of care, informed decision-making, performance measurement, regulatory compliance, and evaluation of participant and system outcomes.

These Written Standards establish the minimum requirements for recipients and subrecipients administering CoC-funded and other applicable programs. All recipients and subrecipients shall comply with these standards and all applicable funding requirements. Agencies may adopt program-specific policies that exceed these minimum standards, provided such policies remain consistent with applicable laws, HUD requirements, and MFHC CoC policies.

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Standards for All Programs

To promote consistency in program administration and service delivery, the MFHC CoC has adopted the Emergency Solutions Grants (ESG) Program standards as the minimum operational framework for all homeless assistance programs administered by or coordinated through the Continuum, unless otherwise required by the applicable funding source. Accordingly, recipients and subrecipients administering non-HUD CoC-funded programs shall comply with the ESG Program requirements and these Written Standards, except where the applicable funding source establishes different eligible activities, allowable costs, or other program-specific requirements. In all cases, the requirements of the applicable funding source shall govern eligible expenditures and other funding-specific provisions.

Documentation and Recordkeeping

Recipients and subrecipients shall maintain complete, accurate, and timely programmatic and financial records sufficient to demonstrate participant eligibility, services provided, compliance with applicable program requirements, and proper expenditure of funds. Program-specific recordkeeping requirements are identified within each program section of these Written Standards.

Housing Case Management

Recipients and subrecipients shall provide Housing Case Management beginning at first contact with participants and continuing throughout program engagement until the participant achieves housing stability and self-sufficiency. Housing Case Management shall be a continuous, person-centered process focused on supporting participants in obtaining and maintaining stable housing, increasing income, and strengthening overall well-being.

Housing Case Management shall include ongoing assessment of participant needs, development and regular updating of individualized housing stability plans, and direct assistance in connecting participants to appropriate community, health, employment, and supportive services. Case managers shall actively coordinate with federal, state, local, and community partners to ensure participants have timely access to all available resources necessary to support long-term housing stability.

Housing Case Management shall be delivered in a consistent and proactive manner, with regular engagement tailored to participant needs, and shall continue through program exit and, when appropriate, include linkage to aftercare or community-based supports to promote sustained self-sufficiency.

Access to Housing and Services

MFHC CoC-funded projects shall administer housing and supportive services in a manner that promotes program accountability and participation in required supportive services, and complies with all applicable federal, state, and local laws and funding requirements. Recipients and subrecipients are expected to make housing and services available as

quickly as practicable to eligible individuals and families while ensuring program eligibility and safety requirements are met, while retaining the ultimate goal of self-sufficiency.

Projects shall ensure that screening and admission practices are fair, transparent, and consistent with applicable program eligibility requirements and federal, state, and local laws. Eligibility determinations and admission decisions shall comply with applicable HUD regulations, Fair Housing requirements, the Equal Access Rule, and other applicable civil rights laws.

Supportive services are a required component of HUD CoC-funded projects and should be delivered in a person-centered, trauma-informed manner, in partnership with participants to support housing stability and progress toward self-sufficiency. The CoC's goal is to collaborate with participants as they work toward achieving long-term housing stability and self-sufficiency.

Participants shall not be denied or terminated from assistance solely for declining specific supportive services, failing to meet individualized service plan goals, or experiencing changes in income or other circumstances, except as permitted by program regulations, grant requirements, or the terms of the applicable lease or occupancy agreement.

Limited exceptions to these standards may be approved by the MFHC CoC when required by federal or state law, specific funding requirements, or documented program eligibility restrictions.

Nondiscrimination, Equal Opportunity, and Affirmative Outreach

Recipients and subrecipients shall administer all programs in compliance with applicable federal, state, and local nondiscrimination, equal opportunity, fair housing, and civil rights laws, including the requirements of 24 CFR Part 576, as applicable. Agencies shall ensure that all eligible individuals and families have equal access to housing, services, and program benefits without discrimination.

Recipients and subrecipients shall comply with HUD's Equal Access Rule and all applicable fair housing and civil rights requirements. Agencies shall maintain written policies and procedures supporting nondiscrimination and equal access and shall provide reasonable accommodations, reasonable modifications, and meaningful access for individuals with disabilities and persons with limited English proficiency (LEP), as required by law.

Recipients and subrecipients shall conduct affirmative outreach to ensure that eligible individuals and families who are least likely to apply for assistance are informed of available programs and services. Agencies shall also provide ongoing training to employees, volunteers, contractors, and other individuals involved in program operations to ensure compliance with applicable fair housing, civil rights, and equal access requirements. Any identified instances of noncompliance shall be addressed promptly through appropriate corrective action.

Coordinated Entry (CAS)

Recipients and subrecipients receiving HUD Continuum of Care (CoC), Emergency Solutions Grant (ESG), Florida Challenge Grant, or other applicable funding administered through the MFHC CoC shall participate in the MFHC CoC Coordinated Entry (CE) System called CAS (Coordinated Access System) in accordance with HUD regulations, the MFHC CoC Coordinated Entry Policies and Procedures, and applicable funding requirements.

Projects shall accept referrals through the Coordinated Entry System, except where federal regulations, state law, or approved program requirements permit an alternative referral process. Victim service providers may elect to use a comparable Coordinated Entry process that complies with HUD requirements and protects participant confidentiality.

Participation in the Coordinated Entry System includes the use of the CoC-approved assessment process and referral protocols, timely updates to participant information, and coordination with community partners to ensure fair, consistent, and equitable access to housing and supportive services.

Individuals and families assessed through Coordinated Entry who are not eligible for, or cannot be immediately connected to, CoC or ESG-funded housing shall be referred, whenever possible, to other available community resources and services that best meet their identified needs. The MFHC CoC serves as the Coordinated Entry Lead Agency and is responsible for administering and overseeing the Coordinated Entry System in accordance with HUD requirements.

Homeless Management Information System (HMIS)

Recipients and subrecipients receiving HUD Continuum of Care (CoC), Emergency Solutions Grant (ESG), Florida Challenge Grant, or other applicable funding administered through the MFHC CoC shall participate in the Mid Florida Information Network (MFIN), the Continuum's designated Homeless Management Information System (HMIS), in accordance with applicable HUD regulations, the HUD HMIS Data Standards, and the MFHC CoC HMIS Policies and Procedures.

Victim service providers, as defined under the Violence Against Women Act (VAWA) and other applicable federal requirements, are prohibited from entering personally identifying information into HMIS. These providers shall maintain and utilize a HUD-compliant comparable database and comply with all applicable HUD and MFHC CoC data quality and reporting requirements.

Participating agencies shall enter complete and accurate participant data into HMIS in a timely manner and maintain data quality in accordance with HUD HMIS Data Standards and MFHC CoC HMIS Policies and Procedures. Required data updates, including project entry, interim updates when applicable, annual assessments, and project exit information, shall be completed within the established timeframes.

The MFHC CoC encourages organizations that are not required to participate in HMIS to utilize MFIN whenever appropriate. All participating agencies are expected to maintain established data quality standards and comply with applicable HMIS privacy, security, and confidentiality requirements.

MFIN serves as the official HMIS for the MFHC CoC and supports coordinated service delivery, performance measurement, system planning, and reporting on the characteristics, service utilization, and outcomes of individuals and families experiencing or at risk of homelessness.

Education and Early Childhood Services

Projects serving households with school-aged children shall designate a staff member to serve as the Educational Liaison. The Educational Liaison shall assist families in ensuring that children and youth experiencing homelessness are promptly enrolled in school, connected to appropriate educational supports, and able to maintain school stability in accordance with the McKinney-Vento Homeless Assistance Act.

The Educational Liaison shall also assist families in accessing available early childhood education programs, including Head Start, Early Head Start, and other community-based early learning opportunities for eligible children. Parents and guardians shall be informed of their children's educational rights and, when appropriate, connected with the local school district's McKinney-Vento Homeless Education Liaison for assistance with enrollment, transportation, and other educational services.

Termination of Assistance and Grievance Procedures

Recipients and subrecipients shall maintain written policies and procedures governing the termination of program assistance and the resolution of participant grievances. Participants shall receive a copy of program rules, participant responsibilities, and the agency's termination and grievance procedures prior to enrollment or the commencement of assistance.

Termination of assistance shall be conducted in accordance with applicable HUD regulations, funding requirements, and the recipient's written policies. Prior to terminating assistance, recipients and subrecipients shall ensure participants are afforded due process, including, at a minimum:

a. Written notice of the proposed termination that clearly states the reason(s) for the action;
b. An opportunity for the participant to present written or oral objections before an individual other than the person who made or approved the original termination decision, or that person's subordinate; and
c. Prompt written notice of the final decision following completion of the review.

Termination of assistance shall not automatically preclude an individual or family from receiving future assistance if they subsequently meet program eligibility requirements and funding is available.

Program Coordination

Recipients and subrecipients shall coordinate housing and supportive services with community partners to ensure participants have timely access to a comprehensive system of care. Coordination shall promote efficient service delivery, reduce duplication of services, and improve housing stability and participant outcomes.

At a minimum, recipients and subrecipients shall actively coordinate with:

A. Homeless Assistance Providers

- Emergency shelters
- Street outreach providers
- Homelessness prevention and rapid re-housing providers
- Permanent Supportive Housing (PSH) and other permanent housing providers
- Transitional housing providers
- Domestic violence and victim service providers
- Veteran-specific housing and supportive service programs

B. Mainstream and Community Resources

- Public housing authorities and other affordable housing providers
- Private landlords, property managers, and housing developers
- Workforce development, employment, and vocational rehabilitation programs
- Public assistance and benefit programs
- Health care providers, behavioral health, substance use treatment, and recovery services
- Early childhood education and public school systems
- Food assistance and other community-based support services
- Faith-based and nonprofit organizations

C. Public Safety and Community Partners

- Law enforcement agencies
- Fire rescue and emergency medical services (EMS)
- Emergency management agencies
- Hospitals and health care systems
- Crisis response teams
- Veterans' organizations
- Local government agencies
- Community organizations and other partners that support individuals and families experiencing or at risk of homelessness

D. Continuum of Care Participation

Recipients and subrecipients shall actively participate in the MFHC CoC by attending applicable CoC meetings, committees, workgroups, Coordinated Entry activities, case conferencing, and other collaborative planning efforts that support system coordination, performance improvement, and effective service delivery.

Program coordination should emphasize information sharing, coordinated referrals, joint problem-solving, collaborative case planning, and engagement with housing partners to increase access to permanent housing, improve housing retention, and promote long-term housing stability and self-sufficiency.

Income Determination

Recipients and subrecipients shall determine annual income in accordance with the applicable HUD regulations, program requirements, and current HUD guidance governing income determinations. Income shall be calculated using the methodology required by the applicable funding source and shall be supported by appropriate third-party verification or other acceptable documentation.

Annual income generally includes anticipated income received by or on behalf of all household members during the applicable income determination period, unless specifically excluded by HUD regulation or program requirements. Income derived from assets shall be included or excluded in accordance with the applicable HUD income determination requirements.

Recipients and subrecipients shall maintain documentation supporting all income determinations and redeterminations in the participant file. When required by the funding source, income shall be verified at program entry, annual recertification, and at other intervals established by applicable program regulations or grant requirements.

Recipients and subrecipients administering Emergency Solutions Grant (ESG) funds shall determine annual income in accordance with current HUD ESG regulations and guidance. When administering other funding sources, agencies shall follow the income determination requirements of the applicable funding program.

Connection to Community Resources

Recipients and subrecipients shall assist participants in accessing community resources and supportive services necessary to achieve and maintain housing stability, improve overall well-being, and promote long-term self-sufficiency. Assistance shall be based on the participant's individualized needs and documented through the Housing Case Management process.

At a minimum, recipients and subrecipients shall assist participants, as appropriate, in obtaining:

A. Housing and Supportive Services

- Stable and permanent housing opportunities
- Primary and behavioral health care
- Mental health and substance use treatment and recovery services
- Case management and counseling services
- Employment, education, and vocational services
- Transportation, childcare, and other services that support independent living and housing stability

B. Mainstream Benefits and Community Resources

- Medicaid, Medicare, and other health coverage programs
- Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)
- Temporary Assistance for Needy Families (TANF) and other public assistance programs
- Unemployment benefits, veterans' benefits, and other federal, state, local, or community resources for which the participant may be eligible

Recipients and subrecipients shall coordinate with community partners to facilitate timely referrals and access to available resources that support participants in achieving housing stability and long-term self-sufficiency.

Property Standards

Lead-Based Paint

Recipients and subrecipients shall comply with all applicable federal, state, and local lead-based paint requirements, including the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act, applicable HUD regulations (24 CFR Part 35), and funding source requirements. Required inspections, disclosures, notifications, and hazard reduction activities shall be completed and documented in accordance with applicable regulations.

Property Standards, Safety, Sanitation, and Privacy

Recipients and subrecipients shall ensure that all participant-occupied housing and emergency shelter facilities meet applicable habitability, safety, sanitation, privacy, accessibility, and environmental health standards required by HUD and the applicable funding source.

Housing assisted with ESG or other funding sources requiring habitability inspections shall be inspected prior to assistance, when required, and shall continue to meet applicable property standards throughout the period of assistance. If deficiencies are identified, recipients and subrecipients shall take appropriate corrective action in accordance with applicable regulations and program requirements.

Participant Engagement

Recipients and subrecipients are encouraged, to the maximum extent practicable, to involve individuals with lived experience of homelessness in program planning, implementation, evaluation, and other opportunities for meaningful participation, including paid employment, volunteer activities, advisory groups, committees, and other leadership roles, consistent with applicable funding requirements and organizational policies.

Administrative and Federal Compliance

Conflicts of Interest

Recipients and subrecipients shall maintain written conflict of interest policies and conduct all program activities in accordance with applicable federal, state, and local laws, the Uniform Administrative Requirements (2 CFR Part 200), HUD regulations, and funding source requirements.

Recipients and subrecipients shall ensure that:

- Assistance is provided without regard to whether a participant occupies housing owned or controlled by the recipient, subrecipient, or an affiliated organization.
- Individuals involved in the administration, procurement, or oversight of program activities do not participate in decisions in which they have a real or apparent financial or personal conflict of interest.
- Any actual or potential conflicts of interest are disclosed and managed in accordance with applicable regulations and agency policies.
- Requests for exceptions, when permitted, shall be submitted to the appropriate funding agency in accordance with applicable regulations.

Faith-Based Activities

Minimum standards for faith-based activities (24 CFR 576.406) are:

a. Providers receiving ESG funding shall not engage in inherently religious activities as part of the ESG-funded programs or services. Such activities must be offered separately from ESG-funded programs and services and participation must be voluntary.
b. A religious organization receiving ESG funding retains independence from government and may continue with its mission provided that ESG funds are not used to support inherently religious activities. An ESG-funded organization retains its authority over its internal governance.
c. An organization receiving ESG funding shall not discriminate against a participant or prospective participant based on religion or religious beliefs.
d. ESG funding shall not be used for rehabilitation of structures used specifically for religious activities, but may be used for rehabilitating structures that are used for ESG-eligible activities.

Program Income

Minimum standards for program income earned during the project period are that program income shall be retained and used to finance the non-Federal share of the project or program. Records of the receipt and use of program income shall be retained.

Procurement of Recovered Materials

Recipients and subrecipients shall comply with applicable federal procurement requirements regarding recovered materials, including Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act (RCRA), and any implementing regulations applicable to the funding source. When required, agencies shall procure designated items containing recovered materials to the maximum extent practicable and maintain procurement policies consistent with applicable federal requirements.

Displacement and Relocation

Recipients and subrecipients shall minimize the displacement of individuals, families, businesses, nonprofit organizations, and farms resulting from projects assisted with ESG funds or other funding sources subject to applicable relocation requirements.

When displacement cannot be avoided, recipients and subrecipients shall comply with all applicable federal relocation requirements, including providing required notices, relocation assistance, and fair housing information to eligible displaced persons. Temporary relocation shall not be required unless permitted by applicable regulations.

Recipients and subrecipients shall maintain documentation demonstrating compliance with applicable displacement and relocation requirements, including any determination that an individual or household is not eligible for relocation assistance under federal regulations.

Standards for Individual Programs

The following program standards establish the minimum requirements for each housing and service intervention administered through the MFHC CoC. Recipients and subrecipients shall comply with these standards and all applicable funding source requirements.

Where differences exist between these Written Standards and the requirements of a specific funding source, the requirements of the applicable funding source shall govern. Agencies may establish more restrictive policies provided they are consistent with applicable laws, regulations, and funding requirements.

Street Outreach

Street Outreach is the provision of housing-focused engagement, assessment, case management, and supportive services to individuals and families experiencing unsheltered homelessness in places not meant for human habitation. The purpose of Street Outreach is to engage individuals and families where they are, assess immediate needs, build trust, address health and safety concerns, connect participants to mainstream and community resources, and facilitate timely access to emergency shelter, permanent housing, and other appropriate housing interventions through the Coordinated Entry (CAS) process.

Recipients and subrecipients providing Street Outreach services shall conduct outreach in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

Standards

Recipients and subrecipients providing Street Outreach services shall conduct housing-focused outreach to identify, engage, and assist individuals and families experiencing unsheltered homelessness who reside in places not meant for human habitation, including but not limited to streets, parks, abandoned buildings, vehicles, encampments, transportation facilities, or other locations not designed or ordinarily used as regular sleeping accommodations.

Street Outreach services shall be provided in a person-centered, trauma-informed manner and shall emphasize building trust, addressing immediate health and safety needs, and connecting participants to housing and supportive services as quickly as practicable.

At a minimum, Street Outreach activities shall include:

A. Outreach and Engagement

- Conduct regular outreach in locations where unsheltered individuals and families are known or expected to reside.
- Identify and engage individuals and families experiencing unsheltered homelessness.
- Complete an initial assessment of immediate needs and available resources.

- Provide crisis intervention and address urgent basic needs, including referrals or direct assistance for food, water, clothing, blankets, hygiene supplies, and other essential items, as available.
- Provide information regarding available housing opportunities, emergency shelter, mainstream benefits, community resources, and supportive services.
- Facilitate referrals through the MFHC CoC Coordinated Entry (CAS) System and other appropriate housing and service programs.

B. Housing Case Management

- Offer an initial assessment to determine housing, service, and support needs.
- Complete eligibility determinations and required program assessments in accordance with applicable funding requirements.
- Develop and implement an individualized housing stability plan for participants seeking ongoing assistance.
- Coordinate and monitor referrals to housing, healthcare, behavioral health, employment, income supports, mainstream benefits, and other community resources.
- Maintain ongoing engagement with participants to support progress toward permanent housing and long-term housing stability.
- Document all outreach contacts, assessments, referrals, services provided, and participant outcomes in accordance with MFHC CoC HMIS Policies and Procedures and applicable funding requirements.

Eligibility

Individuals and families who meet the definition of **literally homeless** under Category 1 of the definition of "homeless" at 24 CFR 576.2 are eligible to receive Street Outreach services, in accordance with applicable ESG regulations and other funding source requirements.

Eligible Street Outreach activities may include, as permitted by the applicable funding source:

- Engagement
- Housing Case Management
- Emergency health services
- Emergency mental health services
- Transportation

Recipients and subrecipients shall verify and document participant eligibility prior to or as soon as practicable after providing assistance, in accordance with applicable federal regulations, funding requirements, and MFHC CoC policies. Documentation supporting homeless status shall be maintained in the participant file.

Performance Goals

Recipients and subrecipients providing Street Outreach services should strive to achieve the following minimum performance goals:

- At least **50%** of participants referred for Housing Case Management shall become **Document Ready** for permanent housing.
- At least **40%** of adult participants exiting the program shall have earned or non-earned income at program exit.
- At least **50%** of participants exiting the program shall be enrolled in one or more mainstream non-cash benefit programs.

Documentation & Recordkeeping

Recipients and subrecipients shall maintain complete, accurate, and timely programmatic and financial records sufficient to demonstrate participant eligibility, services provided, expenditures, and compliance with applicable federal, state, local, and funding source requirements.

Programmatic Documentation

- Ongoing Housing Case Management case notes documenting participant engagement, identified barriers, individualized housing stability goals, progress toward those goals, referrals made, outcomes achieved, and next steps toward obtaining and maintaining permanent housing and long-term self-sufficiency.
- Documentation verifying or certifying that the participant meets the applicable definition of homelessness, including evidence that reasonable efforts were made to obtain third-party verification when available.
- Documentation supporting participant eligibility for Street Outreach services in accordance with applicable funding requirements.
- Documentation supporting eligibility for any income or resource-based assistance provided, when applicable.
- Documentation of assessments, outreach contacts, Housing Case Management activities, referrals, services provided, and participant outcomes.
- Documentation of all services provided, including any applicable financial assistance, entered into Clarity (HMIS) in accordance with MFHC CoC HMIS Policies and Procedures.
- Documentation supporting the termination of services, when applicable, in accordance with applicable regulations and agency policies.

Financial Documentation

- Supporting documentation for all expenditures charged to the applicable funding source.
- Documentation demonstrating that expenditures are eligible, allowable, reasonable, allocable, properly authorized, and incurred in accordance with applicable funding source requirements.
- Documentation supporting all required matching contributions, when applicable, including verification of cash and non-cash match sources and the value of contributions.

- Documentation supporting personnel costs charged to the applicable funding source, including records demonstrating that salary and fringe benefit expenditures are properly allocated and directly support eligible grant-funded activities.

Emergency Shelter

Emergency Shelter provides temporary, safe, and habitable shelter combined with housing-focused engagement, Housing Case Management, and supportive services to individuals and families experiencing homelessness. The purpose of Emergency Shelter is to address immediate housing crises by providing a safe environment while assisting participants in resolving barriers to housing, increasing income and access to mainstream resources, and facilitating rapid transition to permanent housing through the Coordinated Entry (CAS) process, when applicable.

Recipients and subrecipients providing Emergency Shelter services shall operate shelters in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures. Emergency Shelter providers shall maintain safe, sanitary, and accessible facilities; ensure equitable access to shelter and services; provide Housing Case Management and individualized housing stability planning; and coordinate with community partners to connect participants to permanent housing opportunities and other appropriate resources as quickly as possible.

Standards

Recipients and subrecipients providing Emergency Shelter services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

A. Shelter Operations

- Provide safe, sanitary, accessible, and habitable emergency shelter that meets applicable health, safety, and habitability standards.
- Ensure equitable, low-barrier access to shelter and services in accordance with MFHC CoC policies and applicable fair housing and civil rights requirements.
- Maintain written policies and procedures governing shelter operations, participant rights and responsibilities, safety, confidentiality, and emergency response.
- Operate in a manner that promotes participant dignity, safety, privacy, and self-determination.

B. Housing Case Management

- Initiate Housing Case Management as soon as practicable following program enrollment.
- Complete an assessment of each participant's housing barriers, strengths, needs, and available resources.

- Develop and maintain an individualized housing stability plan focused on obtaining and maintaining permanent housing.
- Provide ongoing Housing Case Management, including referrals to mainstream benefits, employment, healthcare, behavioral health, education, transportation, and other community resources, as appropriate.
- Review and update the housing stability plan regularly to reflect participant progress and changing needs.

C. Housing-Focused Services

- Prioritize rapid resolution of the participant's housing crisis and timely transition to permanent housing.
- Assist participants in obtaining identification, income verification, benefits, and other documentation necessary to become Document Ready for permanent housing.
- Coordinate with the MFHC CoC Coordinated Entry (CAS) System, when applicable, to facilitate referrals to permanent housing resources.
- Coordinate with landlords, housing providers, public housing agencies, and community partners to maximize housing opportunities.

D. Participant Engagement

- Deliver services using a Housing First, participant-centered, trauma-informed, and culturally responsive approach.
- Encourage participant choice and self-determination in housing and service planning.
- Provide reasonable accommodations and meaningful access for individuals with disabilities and persons with limited English proficiency.

E. Program Coordination

- Coordinate with Street Outreach, Coordinated Entry (CAS), permanent housing providers, mainstream benefit programs, healthcare providers, behavioral health providers, schools, workforce programs, and other community partners to promote housing stability and successful exits to permanent housing.

Eligibility

Individuals and families who meet the applicable definition of homelessness and are eligible for Emergency Shelter services in accordance with the requirements of the applicable funding source may receive Emergency Shelter assistance.

Recipients and subrecipients shall verify and document participant eligibility prior to or as soon as practicable after program enrollment in accordance with applicable federal regulations, funding requirements, and MFHC CoC policies. Documentation supporting homeless status and program eligibility shall be maintained in the participant file.

Performance Goals

Recipients and subrecipients providing Emergency Shelter services should strive to achieve the following minimum performance goals:

- At least 75% of participants shall exit Emergency Shelter to a permanent housing destination.
- At least 50% of adult participants exiting the program shall have earned or non-earned income at program exit.
- At least 75% of participants exiting the program shall be enrolled in one or more mainstream non-cash benefit programs, when eligible.
- At least 60% of participants shall become Document Ready for permanent housing during program enrollment.
- The average length of stay shall be minimized to promote rapid placement into permanent housing while ensuring participants receive the services necessary to achieve housing stability.

Documentation and Recordkeeping

Recipients and subrecipients shall maintain complete, accurate, and timely programmatic and financial records sufficient to demonstrate participant eligibility, services provided, expenditures, and compliance with applicable federal, state, local, and funding source requirements.

Programmatic Documentation

- Documentation verifying or certifying that the participant meets the applicable definition of homelessness, including evidence that reasonable efforts were made to obtain third-party verification when available.
- Documentation supporting participant eligibility for Emergency Shelter services in accordance with applicable funding requirements.
- Documentation of participant assessments, shelter admission and discharge dates, Housing Case Management activities, individualized housing stability plans, referrals, supportive services provided, and participant outcomes.
- Documentation of all services provided, including any applicable financial assistance, entered into Clarity (HMIS) in accordance with MFHC CoC HMIS Policies and Procedures.
- Documentation supporting the termination of services, when applicable, in accordance with applicable regulations and agency policies.
- Ongoing Housing Case Management case notes documenting participant engagement, identified barriers, individualized housing stability goals, progress toward those goals, referrals made, outcomes achieved, and next steps toward obtaining and maintaining permanent housing and long-term self-sufficiency.

Financial Documentation

- Supporting documentation for all expenditures charged to the applicable funding source.

- Documentation demonstrating that expenditures are eligible, allowable, reasonable, allocable, properly authorized, and incurred in accordance with applicable funding source requirements.
- Documentation supporting all required matching contributions, when applicable, including verification of cash and non-cash match sources and the value of contributions.
- Documentation supporting personnel costs charged to the applicable funding source, including records demonstrating that salary and fringe benefit expenditures are properly allocated and directly support eligible grant-funded activities.

Transitional Housing

Transitional Housing provides temporary housing, Housing Case Management, and supportive services to individuals and families experiencing homelessness to facilitate their transition to permanent housing and long-term housing stability. The purpose of Transitional Housing is to provide a safe, stable living environment while assisting participants in resolving barriers to housing, increasing income, obtaining mainstream benefits, developing life skills, and becoming Document Ready for permanent housing. Services shall be individualized, housing-focused, and designed to promote participant self-sufficiency and successful exits to permanent housing through coordination with the MFHC Coordinated Entry (CAS) System and other community resources, as appropriate.

Recipients and subrecipients providing Transitional Housing services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

Standards

Recipients and subrecipients providing Transitional Housing services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

A. Housing Operations

- Provide safe, sanitary, accessible, and habitable housing that meets applicable health, safety, and habitability standards.
- Ensure equitable, low-barrier access to housing and services in accordance with MFHC CoC policies and applicable fair housing and civil rights requirements.
- Maintain written policies and procedures governing program operations, participant rights and responsibilities, safety, confidentiality, and emergency response.
- Operate programs in a manner that promotes participant dignity, privacy, safety, and self-determination.

B. Housing Case Management

- Initiate Housing Case Management upon program enrollment.
- Complete an assessment of each participant's housing barriers, strengths, needs, and available resources.
- Develop and maintain an individualized housing stability plan focused on obtaining and maintaining permanent housing.
- Provide ongoing Housing Case Management, including referrals to mainstream benefits, employment, healthcare, behavioral health, education, transportation, childcare, and other community resources, as appropriate.
- Review and update the housing stability plan regularly to reflect participant progress and changing needs.

C. Housing-Focused Services

- Prioritize participant readiness for permanent housing from the time of program enrollment.
- Assist participants in obtaining identification, income verification, benefits, and other documentation necessary to become Document Ready for permanent housing.
- Assist participants in increasing income, improving financial stability, and obtaining employment or other income sources, as appropriate.
- Coordinate with landlords, housing providers, public housing agencies, and community partners to maximize opportunities for permanent housing placement.
- Facilitate timely exits to permanent housing and minimize unnecessary lengths of stay.

D. Participant Engagement

- Deliver services using a participant-centered, trauma-informed, and culturally responsive approach.
- Encourage participant choice and self-determination in housing and service planning.
- Provide reasonable accommodations and meaningful access for individuals with disabilities and persons with limited English proficiency.
- Encourage participants to actively participate in achieving the goals identified in their individualized housing stability plan.

E. Program Coordination

- Coordinate with Coordinated Entry (CAS), Emergency Shelter, Street Outreach, Rapid Re-Housing, Permanent Supportive Housing, mainstream benefit programs, healthcare providers, behavioral health providers, schools, workforce development programs, and other community partners to promote successful transitions to permanent housing.

Eligibility

Individuals and families who meet the applicable definition of homelessness and are eligible for Transitional Housing services in accordance with the requirements of the applicable funding source may receive Transitional Housing assistance.

Recipients and subrecipients shall verify and document participant eligibility prior to or as soon as practicable after program enrollment in accordance with applicable federal regulations, funding requirements, and MFHC CoC policies. Documentation supporting homeless status and program eligibility shall be maintained in the participant file.

Performance Goals

Recipients and subrecipients providing Transitional Housing services should strive to achieve the following minimum performance goals:

- At least **75%** of participants shall exit Transitional Housing to a permanent housing destination.
- At least **50%** of adult participants exiting the program shall have earned or non-earned income at program exit.
- At least **75%** of participants exiting the program shall be enrolled in one or more mainstream non-cash benefit programs, when eligible.
- At least **75%** of participants shall become **Document Ready** for permanent housing during program enrollment.
- Participants shall demonstrate measurable progress toward the goals identified in their individualized housing stability plan.

Recordkeeping

Recipients and subrecipients shall maintain complete, accurate, and timely programmatic and financial records sufficient to demonstrate participant eligibility, services provided, expenditures, and compliance with applicable federal, state, local, and funding source requirements.

Programmatic Documentation

- Documentation verifying or certifying that the participant meets the applicable definition of homelessness, including evidence that reasonable efforts were made to obtain third-party verification when available.
- Documentation supporting participant eligibility for Transitional Housing services in accordance with applicable funding requirements.
- Documentation of participant assessments, program enrollment and exit dates, Housing Case Management activities, individualized housing stability plans, referrals, supportive services provided, and participant outcomes.
- Documentation of all services provided, including any applicable financial assistance, entered into Clarity (HMIS) in accordance with MFHC CoC HMIS Policies and Procedures.
- Documentation supporting the termination of services, when applicable, in accordance with applicable regulations and agency policies.

- Ongoing Housing Case Management case notes documenting participant engagement, identified barriers, individualized housing stability goals, progress toward those goals, referrals made, outcomes achieved, and next steps toward obtaining and maintaining permanent housing and long-term housing stability.

Financial Documentation

- Supporting documentation for all expenditures charged to the applicable funding source.
- Documentation demonstrating that expenditures are eligible, allowable, reasonable, allocable, properly authorized, and incurred in accordance with applicable funding source requirements.
- Documentation supporting all required matching contributions, when applicable, including verification of cash and non-cash match sources and the value of contributions.
- Documentation supporting personnel costs charged to the applicable funding source, including records demonstrating that salary and fringe benefit expenditures are properly allocated and directly support eligible grant-funded activities.

Rapid Re-Housing

Rapid Re-Housing provides housing relocation and stabilization services and short- and/or medium-term rental assistance, as permitted by the applicable funding source, to assist individuals and families experiencing homelessness in quickly obtaining permanent housing and achieving long-term housing stability. The purpose of Rapid Re-Housing is to reduce the length of time households experience homelessness by helping participants identify and secure permanent housing as quickly as possible while providing individualized Housing Case Management and supportive services to promote successful housing retention.

Recipients and subrecipients providing Rapid Re-Housing services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

Standards

Recipients and subrecipients providing Rapid Re-Housing services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

A. Housing Identification and Placement

- Assist participants in identifying, securing, and maintaining safe, decent, affordable, and permanent housing.
- Develop and maintain relationships with landlords, property owners, and housing providers to expand housing opportunities.

- Conduct housing search and placement activities that promote participant choice and compliance with applicable housing quality standards.
- Coordinate with landlords and participants to facilitate timely lease execution and move-in.

B. Housing Financial Assistance

- Provide rental assistance, security deposits, utility assistance, moving cost assistance, and other eligible housing stabilization assistance, as permitted by the applicable funding source.
- Determine the type, amount, and duration of financial assistance based on an individualized assessment of participant need and available resources.
- Reassess participant needs at intervals required by the applicable funding source to ensure assistance remains appropriate and necessary.
- Coordinate available mainstream and community resources to maximize housing stability and reduce barriers to maintaining permanent housing.

C. Housing Case Management

- Initiate Housing Case Management upon program enrollment and continue throughout program participation.
- Complete an assessment of each participant's housing barriers, strengths, needs, income, and available resources.
- Develop and maintain an individualized housing stability plan focused on obtaining and maintaining permanent housing.
- Provide ongoing Housing Case Management, including assistance with budgeting, employment, income growth, landlord engagement, mainstream benefits, healthcare, behavioral health, transportation, childcare, and other community resources, as appropriate.
- Review and update the housing stability plan regularly and adjust services based on participant progress and changing needs.

D. Participant Engagement

- Deliver services using a Housing First, participant-centered, trauma-informed, and culturally responsive approach.
- Encourage participant choice and self-determination throughout housing search, lease-up, and ongoing housing stabilization.
- Provide reasonable accommodations and meaningful access for individuals with disabilities and persons with limited English proficiency.
- Encourage participants to actively participate in achieving the goals identified in their individualized housing stability plan.

E. Program Coordination

- Coordinate with Coordinated Entry (CAS), Emergency Shelter, Street Outreach, Transitional Housing, Permanent Supportive Housing, public housing agencies, landlords, healthcare providers, behavioral health providers, workforce development programs, mainstream benefit programs,

schools, and other community partners to promote long-term housing stability and successful program exits.

Eligibility

Individuals and families who meet the applicable definition of homelessness and are eligible for Rapid Re-Housing services in accordance with the requirements of the applicable funding source may receive Rapid Re-Housing assistance.

Recipients and subrecipients shall verify and document participant eligibility prior to or as soon as practicable after program enrollment in accordance with applicable federal regulations, funding requirements, and MFHC CoC policies. Documentation supporting homeless status, program eligibility, income, and any other eligibility criteria required by the funding source shall be maintained in the participant file.

Performance Goals

Recipients and subrecipients providing Rapid Re-Housing services should strive to achieve the following minimum performance goals:

- At least **90%** of participants shall obtain permanent housing.
- At least **85%** of participants exiting the program shall retain permanent housing or exit to another permanent housing destination.
- At least **50%** of adult participants shall increase earned and/or non-earned income during program participation or at program exit.
- At least **75%** of participants exiting the program shall be enrolled in one or more mainstream non-cash benefit programs, when eligible.
- At least **90%** of participants shall become **Document Ready** prior to permanent housing placement.
- The average length of time from program enrollment to permanent housing placement shall be minimized in accordance with MFHC CoC performance expectations.
- Returns to homelessness shall be minimized through effective Housing Case Management, housing stabilization services, and connection to community resources.

Documentation and Recordkeeping

Recipients and subrecipients shall maintain complete, accurate, and timely programmatic and financial records sufficient to demonstrate participant eligibility, services provided, expenditures, and compliance with applicable federal, state, local, and funding source requirements.

Programmatic Documentation

- Documentation verifying or certifying participant eligibility for Rapid Re-Housing assistance in accordance with applicable funding requirements.

- Documentation supporting participant income, housing status, and any other eligibility criteria required by the applicable funding source.
- Documentation of participant assessments, individualized housing stability plans, Housing Case Management activities, reassessments, referrals, supportive services provided, and participant outcomes.
- Documentation supporting housing inspections, lease agreements, rental assistance calculations, rental assistance payments, utility assistance, security deposits, and other eligible housing stabilization assistance, when applicable.
- Documentation of participant eligibility and ongoing reassessments for financial assistance, as required by the applicable funding source.
- Documentation of all services and financial assistance entered into Clarity (HMIS) in accordance with MFHC CoC HMIS Policies and Procedures.
- Ongoing Housing Case Management case notes documenting participant engagement, housing search activities, landlord contacts, housing placement, barriers, referrals, progress toward housing stability, and actions taken to support successful housing retention.

Financial Documentation

- Supporting documentation for all expenditures charged to the applicable funding source.
- Documentation demonstrating that expenditures are eligible, allowable, reasonable, allocable, properly authorized, and incurred in accordance with applicable funding source requirements.
- Documentation supporting participant financial assistance, including rental assistance, security deposits, utility assistance, and other eligible housing stabilization costs.
- Documentation supporting all required matching contributions, when applicable, including verification of cash and non-cash match sources and the value of contributions.
- Documentation supporting personnel costs charged to the applicable funding source, including records demonstrating that salary and fringe benefit expenditures are properly allocated and directly support eligible grant-funded activities.

Permanent Supportive Housing

Permanent Supportive Housing (PSH) provides permanent housing combined with voluntary Housing Case Management and supportive services to individuals and families experiencing homelessness who have disabilities and require long-term housing assistance to achieve and maintain housing stability. The purpose of Permanent Supportive Housing is to end chronic and long-term homelessness by providing safe, affordable, permanent housing while supporting participants in maintaining housing stability, increasing self-sufficiency, improving health and well-being, and accessing mainstream and community resources.

Recipients and subrecipients providing Permanent Supportive Housing services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

Standards

Recipients and subrecipients providing Permanent Supportive Housing services shall operate programs in accordance with applicable federal, state, and local laws, funding requirements, and MFHC CoC policies and procedures.

A. Housing Operations

- Provide safe, sanitary, accessible, and permanent housing that meets applicable health, safety, and habitability standards.
- Ensure equitable, low-barrier access to housing and services in accordance with MFHC CoC policies and applicable fair housing and civil rights requirements.
- Maintain written policies and procedures governing program operations, participant rights and responsibilities, safety, confidentiality, and emergency response.
- Promote housing stability by supporting lease compliance while respecting participant rights, dignity, privacy, and self-determination.

B. Housing Case Management

- Initiate Housing Case Management upon program enrollment and continue throughout program participation.
- Complete an assessment of each participant's housing barriers, strengths, needs, available resources, and service needs.
- Develop and maintain an individualized housing stability plan focused on long-term housing retention, participant goals, and overall well-being.
- Provide ongoing Housing Case Management, including referrals to healthcare, behavioral health, substance use treatment, employment, education, transportation, mainstream benefits, and other community resources, as appropriate.
- Review and update the housing stability plan regularly to reflect participant progress and changing needs.

C. Housing Stability Services

- Promote long-term housing retention through individualized supportive services and ongoing participant engagement.
- Assist participants in maintaining lease compliance, resolving landlord concerns, budgeting, income development, and accessing community resources.
- Coordinate with landlords, healthcare providers, behavioral health providers, public housing agencies, and other community partners to support housing stability.

- Encourage participants to increase income and maximize available mainstream benefits when appropriate.

D. Participant Engagement

- Deliver services using a, participant-centered, trauma-informed, and culturally responsive approach.
- Ensure consistent participation in supportive services.
- Encourage participant choice and self-determination in housing and service planning.
- Provide reasonable accommodations and meaningful access for individuals with disabilities and persons with limited English proficiency.

E. Program Coordination

- Coordinate with Coordinated Entry (CAS), healthcare providers, behavioral health providers, managed care organizations, workforce development programs, mainstream benefit programs, public housing agencies, landlords, and other community partners to promote long-term housing stability and successful community integration.

Eligibility

Individuals and families who meet the applicable definition of homelessness, have a qualifying disability when required by the applicable funding source, and meet all other program eligibility requirements may receive Permanent Supportive Housing assistance.

Recipients and subrecipients shall verify and document participant eligibility prior to or as soon as practicable after program enrollment in accordance with applicable federal regulations, funding requirements, and MFHC CoC policies. Documentation supporting homeless status, disability (when required), and program eligibility shall be maintained in the participant file.

Performance Goals

Recipients and subrecipients providing Permanent Supportive Housing services should strive to achieve the following minimum performance goals:

- At least 95% of participants shall retain permanent housing or exit to another permanent housing destination.
- At least 50% of adult participants shall increase earned and/or non-earned income during program participation or at program exit.
- At least 90% of participants shall be enrolled in one or more mainstream non-cash benefit programs, when eligible.
- At least 90% of participants shall maintain compliance with the individualized housing stability plan through ongoing Housing Case Management.
- Returns to homelessness shall be minimized through effective Housing Case Management, housing stabilization services, and coordinated community support.

Documentation and Recordkeeping

Recipients and subrecipients shall maintain complete, accurate, and timely programmatic and financial records sufficient to demonstrate participant eligibility, services provided, expenditures, and compliance with applicable federal, state, local, and funding source requirements.

Programmatic Documentation

- Documentation verifying participant eligibility for Permanent Supportive Housing, including documentation of homelessness, qualifying disability (when required), and other applicable eligibility criteria.
- Documentation of participant assessments, Housing Case Management activities, individualized housing stability plans, supportive services provided, referrals, reassessments, and participant outcomes.
- Documentation supporting housing placement, lease agreements, rental assistance, housing inspections (when applicable), annual or required eligibility reviews, and ongoing housing stability.
- Documentation of all services and financial assistance entered into Clarity (HMIS) in accordance with MFHC CoC HMIS Policies and Procedures.
- Ongoing Housing Case Management case notes documenting participant engagement, housing stability, progress toward individualized goals, referrals, supportive services provided, and actions taken to support long-term housing retention.

Financial Documentation

- Supporting documentation for all expenditures charged to the applicable funding source.
- Documentation demonstrating that expenditures are eligible, allowable, reasonable, allocable, properly authorized, and incurred in accordance with applicable funding source requirements.
- Documentation supporting rental assistance and other eligible housing-related expenditures, when applicable.
- Documentation supporting all required matching contributions, when applicable, including verification of cash and non-cash match sources and the value of contributions.
- Documentation supporting personnel costs charged to the applicable funding source, including records demonstrating that salary and fringe benefit expenditures are properly allocated and directly support eligible grant-funded activities.

Definitions

At Risk of Homelessness - An individual or family who meets the definition of "at risk of homelessness" in accordance with 24 CFR 576.2 and any other applicable funding source requirements.

Chronically Homeless - An individual or family who meets the definition of "chronically homeless" in accordance with 24 CFR 578.3 and applicable HUD guidance.

Continuum of Care (CoC) - A regional planning body responsible for coordinating housing and services for individuals and families experiencing homelessness. The Mid Florida Homeless Coalition (MFHC) serves as the Continuum of Care for Citrus, Hernando, Lake, and Sumter Counties.

Coordinated Entry (CAS) - The Mid Florida Homeless Coalition's Coordinated Entry System (CAS) is the standardized, community-wide process used to assess, prioritize, and refer individuals and families experiencing homelessness to appropriate housing and supportive services based on participant needs, eligibility, vulnerability, and available resources.

Developmental Disability - Has the meaning established in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000, as amended.

Disabling Condition - A physical, mental, or emotional impairment, including an impairment caused by substance use disorder, post-traumatic stress disorder, traumatic brain injury, or chronic health condition, that is expected to be of long and indefinite duration, substantially impedes an individual's ability to live independently, and could be improved by more suitable housing conditions.

Document Ready - A participant is considered **Document Ready** when all required identification, income, eligibility, and other supporting documentation necessary to apply for and successfully obtain permanent housing have been obtained, verified, and maintained in the participant file in accordance with applicable program and funding requirements.

Emergency Shelter – Temporary, safe, and habitable shelter that provides immediate housing, Housing Case Management, and supportive services to individuals and families experiencing homelessness while assisting participants in resolving their housing crisis and quickly transitioning to permanent housing.

Fair Market Rent (FMR) - The rental rates established annually by the U.S. Department of Housing and Urban Development (HUD) for geographic areas and used to determine allowable rental assistance, as applicable.

Family - Has the meaning established by HUD and includes, but is not limited to, a single individual or a group of persons residing together, regardless of marital status, sexual orientation, gender identity, or family composition, in accordance with HUD's Equal Access Rule.

Homeless - For purposes of these Written Standards, **Homeless** has the meaning established by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act and applicable federal regulations. An individual or family is considered homeless if they meet one of the following categories:

Category 1 – Literally Homeless
An individual or family who lacks a fixed, regular, and adequate nighttime residence, including individuals and families who are:

- Living in a place not meant for human habitation;
- Residing in an emergency shelter or transitional housing; or
- Exiting an institution where they temporarily resided for 90 days or less after entering from an emergency shelter or place not meant for human habitation.

Category 2 – Imminent Risk of Homelessness
An individual or family who will imminently lose their primary nighttime residence within the time frame established by HUD, has no subsequent residence identified, and lacks the resources or support networks necessary to obtain other permanent housing.

Category 3 – Homeless Under Other Federal Statutes
Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under Categories 1, 2, or 4, but who meet the criteria established under other federal statutes and applicable HUD regulations.

Category 4 – Fleeing or Attempting to Flee Domestic Violence
An individual or family who is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence; has no other safe residence; and lacks the resources or support networks necessary to obtain other permanent housing.

Eligibility for assistance shall be determined in accordance with the requirements of the applicable funding source.

Homeless Prevention - Housing relocation, stabilization services, and financial assistance provided to eligible households at risk of homelessness to prevent the loss of housing and reduce the likelihood of entering homelessness.

Housing Case Management - A participant-centered process that begins at initial engagement and continues throughout program participation to assess housing barriers and strengths, develop and monitor an individualized housing stability plan, coordinate services, facilitate access to housing and mainstream resources, and support participants in obtaining and maintaining permanent housing.

Housing Stability Plan - An individualized plan developed collaboratively with the participant that identifies housing goals, barriers, action steps, referrals, and supportive services necessary to obtain and maintain permanent housing.

Mid Florida Information Network (MFIN/HMIS) - The Mid Florida Information Network (MFIN)

is the Homeless Management Information System (HMIS) designated by the MFHC Continuum of Care for collecting, maintaining, and reporting participant-level data in accordance with HUD HMIS Data Standards.

MFHC HMIS Lead Agency - The entity designated by the Mid Florida Homeless Coalition Continuum of Care to administer and oversee the Mid Florida Information Network (MFIN/HMIS).

Permanent Housing - Community-based housing with no designated length of stay, including Permanent Supportive Housing and Rapid Re-Housing.

Permanent Supportive Housing (PSH) - Permanent housing combined with Housing Case Management and supportive services that assists eligible individuals and families experiencing homelessness who have disabilities to obtain and maintain permanent housing and achieve long-term housing stability.

Physical, Mental, or Emotional Impairment - A condition expected to be of long or indefinite duration that substantially limits one or more major life activities and may qualify as a disabling condition under applicable federal regulations.

Rapid Re-Housing (RRH) - Housing relocation and stabilization services and short- and/or medium-term rental assistance, as permitted by the applicable funding source, provided to assist individuals and families experiencing homelessness in quickly obtaining permanent housing and achieving long-term housing stability.

Recipient - An eligible applicant that enters into a grant agreement with a funding agency to administer a program or project.

Rent Reasonableness - A determination that the rent charged for an assisted unit is reasonable in comparison to rents charged for comparable unassisted units in the same market area, considering location, size, type, quality, amenities, and other relevant factors.

Safe Haven - A form of supportive housing that serves hard-to-reach individuals experiencing homelessness who have severe mental illness and meets the requirements established by HUD.

Street Outreach - The provision of housing-focused engagement, assessment, Housing Case Management, and supportive services to individuals and families experiencing unsheltered homelessness in places not meant for human habitation. The purpose of Street Outreach is to engage participants where they are, assess immediate needs, connect them to emergency services and community resources, and facilitate timely access to emergency shelter and permanent housing through the Coordinated Entry (CAS) process.

Subrecipient - A public agency, local government, nonprofit organization, or other eligible entity that receives funding from a recipient to carry out eligible program activities.

Transitional Housing (TH) - Temporary housing combined with Housing Case Management and

supportive services designed to assist individuals and families experiencing homelessness in successfully transitioning to permanent housing and long-term housing stability.

Unsheltered Homeless - Individuals and families who meet the applicable definition of homelessness because they are residing in places not meant for human habitation, in accordance with applicable federal regulations.

Victim Service Provider - A private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, stalking, or human trafficking and that meets the applicable federal definition of a victim service provider.