

# DETROIT MOVING UP INITIATIVE

## POLICY AND PROCEDURES

*APRIL 2023*

# CONTENTS

- Section I: Overview .....3
  - Article A. Description** .....3
  - Article B. Definitions**.....3
  - Article C. Process** .....5
- Section II: Roles and Responsibilities.....8
  - Article A: Identification of Consumers and Eligibility**.....8
  - Article B: Pre-Application Requirements** .....8
  - Article C: Moving Up Meetings**.....9
  - Article D: Screening and Approval Process** .....9
  - Article E: Referral to MSHDA’s HCV Moving Up Initiative Waiting List**..... 10
  - Article F: Preparing for Lease Up**..... 11
  - Article G: Voucher Pull**..... 12
  - Article H: Briefing** ..... 13
  - Article I: Request for Tenancy Approval (RFTA) or Landlord Packet** ..... 14
  - Article J: Unit Inspection** ..... 14
  - Article K: Voucher “Clock”** ..... 15
  - Article L: Lease-Up**..... 15
  - Article M: Follow-up Services**..... 15
  - Article N: Administration**..... 15
- Section III: Data and Reporting..... 16
  - Article A: HMIS Requirements**..... 16
- Section IV: APPENDICES..... 18
  - APPENDIX A: Moving Up Participation Agreement** ..... 18
  - APPENDIX B: Consent Authorizations for the HCV Moving Up Homeless Preference**..... 20
  - APPENDIX C: Moving Up HCV Pre-Application Referral Coversheet**..... 22
  - APPENDIX D: Eligibility and Assessment Form**..... 23
  - Appendix E: Memorandum of Understanding (MOU)** ..... 30

# SECTION I: OVERVIEW

**ARTICLE A. DESCRIPTION** The purpose of Moving Up is to secure HCV vouchers for PSH tenants who no longer need intensive supportive services, so that more PSH units can become available to the consumer with higher supportive service needs. The Michigan State Housing Development Authority (MSHDA) has agreed to set aside a number of Housing Choice Vouchers for consumers who are referred to MSHDA via the Moving Up Initiative waiting list. PSH providers work with the tenant to complete the moving up assessment for review. The Detroit Moving Up Review Team must then approve applications, and consumers whose applications have been approved are submitted to the waiting list by the Lead Agency. This document explains the policies and procedures that apply to Detroit’s Moving Up Initiative.

**ARTICLE B. DEFINITIONS** The Moving Up Policies and Procedures will use following definitions:

- CAM (Coordinated Assessment Model)** The name we have given locally for the “front door” or common entry point of the homeless system. This can also be referred to as Coordinated Entry (CE). Using a common assessment tool and standardized processes, referrals for housing/services are made to a provider that best match the needs of the household presenting for service.
  
- Continuum of Care (CoC)** The HUD mandated network of agencies whose job it is to address homelessness in the community.
  
- CoC Lead Agency** The agency chosen by the CoC to carry out the administrative tasks of the CoC.
  
- Consumers** The individuals and/or families who currently receive PSH services from any of the Participating Agencies. “Consumer” may refer to either an individual or a family.
  
- Eligibility Form & Assessment Tool** The form used by Participating Agencies provided in **Appendix A** to determine eligibility of consumers for Moving Up and guide the Moving Up Meetings approval process.
  
- HAND (Homeless Action Network of Detroit)** Designated by the Continuum of Care to function as CoC Lead Agency; Collaborative Applicant, and HMIS Lead Agency for the cities of Detroit, Hamtramck, and Highland Park.
  
- HAND HMIS Lead System Administrator** The staff whose role it is to manage HMIS for the Detroit CoC. Specific roles are provided in the Detroit HMIS Collaborative Policies and Procedures Document.

<b>Housing Agent</b>	The agency assigned to supply voucher to tenants by requesting a list of names from a waiting list to make initial contact and start the housing process. After initial contact is made, the Housing Agent will determine eligibility for the HCV Program by conducting criminal background screenings and a review of all income, assets, expenses and liabilities for each member of the household. After initial eligibility is determined the applicant searches for housing and informs the Housing Agent once a potential unit has been located. The Housing Agent conducts a Housing Quality Standards (HQS) inspection to determine if the selected unit can be approved.
<b>Housing Choice Voucher (HCV)</b>	The housing voucher administered by MSHDA by which the holder of the voucher pays 30% of his/her income towards the rent payment, with the voucher covering the rest. Also known as Section 8 vouchers.
<b>Memorandum of Understanding (MOU)</b>	Agreement designed to describe the collective intent of the Parties to work toward the achievement of the goals of tenants Moving Up (MU) towards greater independence in the community.
<b>Michigan State Housing Development Authority (MSHDA)</b>	The State agency which allocates Housing Choice Vouchers (HCV).
<b>Moving Up</b>	The program through which Housing Choice Vouchers referrals are expedited to select consumers. The number of vouchers available may vary from year to year.
<b>Moving Up Coordinator</b>	A Coordinator for the Moving Up Meetings, identified by the Moving Up Review Team.
<b>Moving Up Lead Agency</b>	The agency designated by MSHDA as the Lead Agency through an MOU.
<b>Moving Up Liaison</b>	Homeless service provider staff that serve as primary and secondary points of contact for the Moving Up initiative. The MU Liaison is responsible for relaying information learned through Moving Up committee meetings or from other Moving Up related communications to other staff at their agency.
<b>Moving Up Meetings (Meetings)</b>	The meetings at which the Moving Up Review Team carries out the screening process for Moving Up.

<b>Moving Up Referral (Referral)</b>	The referral which is submitted to MSHDA’s HCV Moving Up Initiative waiting list through MSHDA’s online application portal.
<b>Moving Up Review Team</b>	Refers to all the PSH Participating Agencies together, specifically the group of staff assigned by Participating Agencies to approve consumers to be added to the HCV Moving Up Initiative waitlist and to carry out the tasks of Moving Up.
<b>Moving Up Participation Agreement</b>	The agreement that specifies the rights and responsibilities of the consumer in participating in Moving Up. This agreement is signed by the Case Manager and the Consumer.
<b>Moving Up Voucher (Voucher)</b>	One of the HCVs which are set aside for Detroit’s Moving Up program.
<b>Participating Agencies</b>	The PSH agencies which are members of the Detroit Continuum of Care who have also signed an MOU with the Lead Agency. Each Participating Agency is represented by at least one staff person.
<b>Permanent Supportive Housing Graduate (or Graduate)</b>	A consumer who has agreed to participate in Moving Up and whose application has been approved by the Moving Up Review Team to be added to the HCV Moving Up Initiative waiting list.

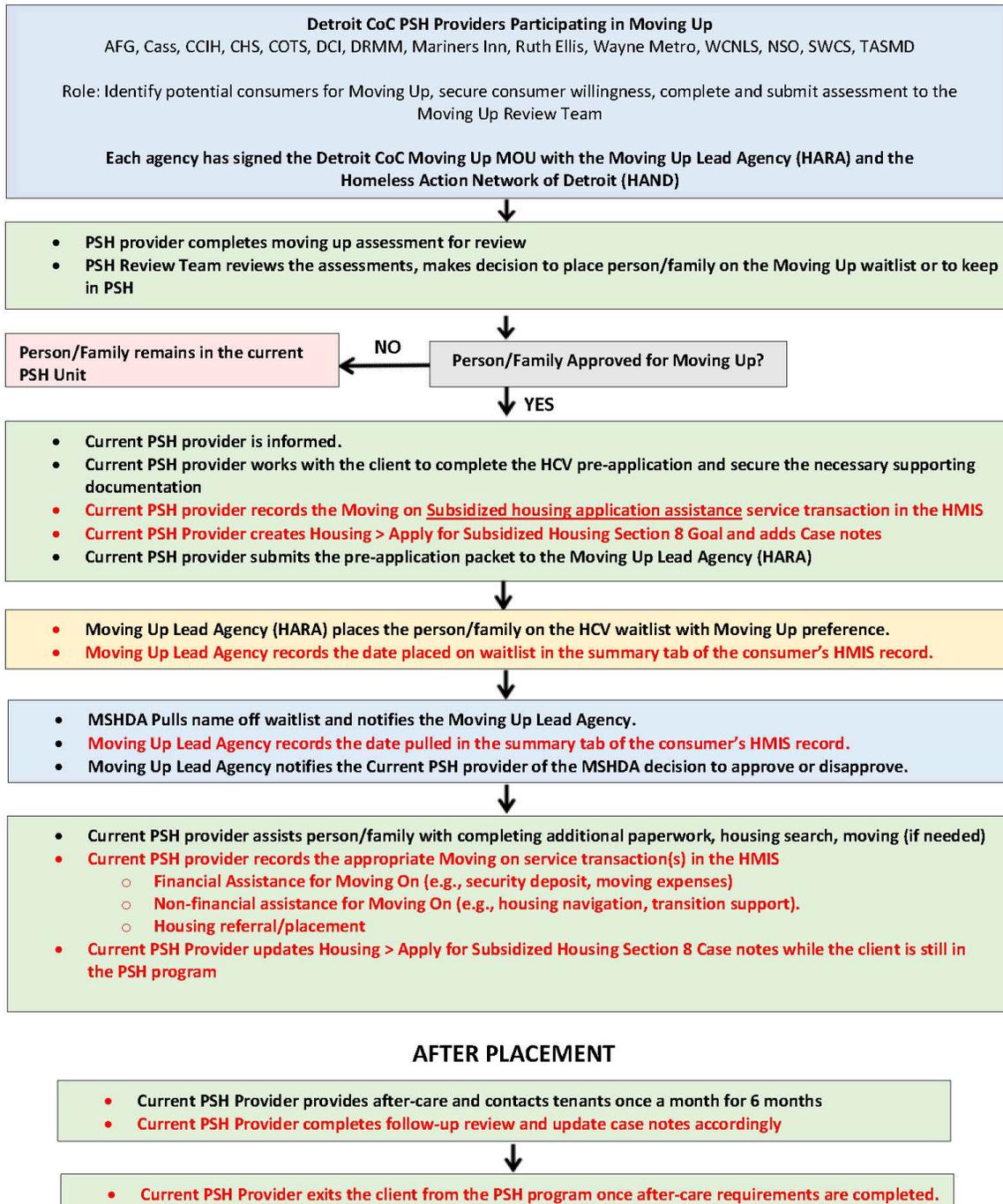
## ARTICLE C. PROCESS

Upon review and approval by the MU Review Team, the MU Lead Agency enters referrals into the MSHDA designated online application portal. To be eligible for a MU Voucher, PSH tenants will need to demonstrate health, income, and housing stability, as defined by the assessment & eligibility tool created for the MU initiative. The steps for lease up with MUV are:

- **Assessment & Eligibility:** PSH provider completes moving up assessment for review by the Moving Up Review Team.
- **Pre-Application:** Households approved by the Moving Up Review Team will be entered on the waiting list.
- **Prepare for Lease Up:** Before a name pull occurs, households and service providers can collect required documents and begin the housing search to secure housing that meets HCV criteria and passes HQS inspection.
- **HCV Pull:** MSHDA and the assigned Housing Agent pull names from the MU HCV Waitlist. The tenant and named point of contact at each PSH will be notified.

- **Initial Request for Verification:** Households receive an “Initial Request for Verification” packet to inform them that they have been pulled from the waitlist and next steps to complete. Required paperwork must be submitted to MSHDA housing agent by the due date listed in the packet (usually within 10 days *of pull*, not when packet is received). If providers are having challenges with collecting documents, they should contact the housing agent immediately for an extension.
- **Briefing:** Households attend a briefing to learn the next steps to leasing up within 60 days of briefing. Briefings can take a few hours and can be held individually or in groups, the housing agent will give directions on how and when to attend briefing in written materials sent to tenant.
- **Lease Up:** If they have not already done so, households find and secure housing that meets HCV criteria and passes HQS inspection.
- **6-month post housing:** The PSH Provider is responsible for developing a formal aftercare plan and providing 6 months of supportive services for consumers placed through Moving Up. During this time, the PSH Provider is responsible for completing follow-up reviews and updating case notes accordingly. Once the 6-month after-care period ends, the PSH Provider will exit the consumer from their PSH program.

## Moving Up Flow of Referrals and HMIS Workflow



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## SECTION II: ROLES AND RESPONSIBILITIES

### ARTICLE A: IDENTIFICATION OF CONSUMERS AND ELIGIBILITY

- Part 1 Each Participating Agency will be responsible for identifying consumers in their own PSH programs who may be eligible to apply for Moving Up. Look at the longest stayers in the PSH bins to find clients that can be engaged with and invited to participate in Moving up.
- Part 2 Each Participating Agency will be responsible for using the **Eligibility and Assessment Form** to determine eligibility for the consumers in their own PSH programs. See **Appendix D** for the Eligibility Form.

### ARTICLE B: PRE-APPLICATION REQUIREMENTS

- Part 1 Each Participating Agency will be responsible for walking identified consumers through the **Moving Up Participation Agreement** to ensure the consumer fully understands the process and requirements. **(See Appendix A)**.
- The consumer must sign the agreement to move forward with addition to the Moving Up Waiting List. Tenant must also acknowledging that they understand with this new program that they will have a minimum payment received from the client.
- Part 2 Each Participating Agency will be responsible for obtaining the consumer's signature on the **Consent Authorizations for the HCV Moving Up Homeless Preference** form before moving forward in the process. **(See Appendix B)**
- A copy of the form must be uploaded to the consumers HMIS record.
  - The consumers electronic ROI must also be kept up to date while the consumer is in the PSH program to ensure data sharing continues throughout the process.
- Part 3 Each Participating Agency will be responsible for completing the details in the **Moving Up-HCV Pre-Application Referral Coversheet** and ensuring all details align with the information contained in the consumers HMIS record. **(See Appendix C)**
- Part 4 Each Participating Agency will be responsible for ensuring the consumers HMIS record matches the information collected from the consumer and that all required HMIS data elements are complete, up-to-date, and correct. (i.e., no misspellings, missing or partial social security number or date of birth, no missing or outdated contact information, etc.)
- Part 5 Each Participating Agency will be responsible for presenting the completed **Eligibility and Assessment Form** for eligible consumers to the Moving Up Review Team during a monthly Moving Up Meeting. **(See Appendix D)**

## **ARTICLE C: MOVING UP MEETINGS**

- Part 1 Moving Up Meetings will take place every month for one hour.
- Part 2 The CoC Lead Agency will be responsible for identifying a neutral Moving Up Coordinator for the meetings. The Moving Up Coordinator not be employed by any agency which is also a PSH Participating Agency.
- Part 3 Each PSH Participating Agency will ensure attendance of at least one staff person from their agency at every Moving Up Meeting.
- The Agency Moving Up participant will be responsible for presenting eligible consumers for consideration.
  - The Agency Moving Up participant will be responsible for reporting to the Review Team where things stand with their clients after they have been pulled.
  - The Agency Moving Up participant will report any challenges they are having with placement.
  - The Agency Moving Up participant will be responsible for sharing information (outside of individual presentations) back to the other agency staff involved with moving up. (i.e., discussions relating to workflow, data requirements, training, etc.)
- Part 4 The Moving Up Coordinator will be responsible for recording attendance for every meeting, including staff name and agency name for each person in attendance.
- Part 5 The Moving Up Coordinator will be responsible for all communication regarding Moving Up Meetings and will be responsible for leading those meetings.
- Part 6 The Review Team will use the Moving Up Meetings to screen applications by Participating Agencies to identify which eligible consumers will be referred to the MSHDA HCV Moving Up Initiative waiting list.

## **ARTICLE D: SCREENING AND APPROVAL PROCESS**

- Part 1 Each Participating Agency will ensure that information presented through the Eligibility and Assessment form and other required paperwork accurately reflects MSHDA's requirements for participating in Moving Up.
- Part 2 The Moving Up Coordinator will be responsible for confirming eligibility status for each application prior to requesting the vote on adding the consumer(s) to the wait list.
- Part 3 The Moving Up Review Team is responsible for informing each Participating Agency of its decision to either approve or deny applications for Moving Up.
- Part 4 The Moving Up Coordinator will be responsible for recording which consumer applications have been reviewed, approved, and denied.
- a) Decisions by the Moving Up Review Team to deny an application to Moving Up will be tracked (as well as the corresponding rationale) for each application that was denied.

- b) Decisions by the Moving Up Review Team to accept an application to Moving up will be tracked (as well as the anticipated date of referral to the waitlist) for each application that was approved.

Part 5 The Moving Up Lead Agency will be responsible for tracking which consumer application(s) the Review Team has approved.

Part 6 Each Participating Agency will be responsible for notifying the consumers in their own programs of the Moving Up Review Team's decision to either approve or deny that consumer's application.

## **ARTICLE E: REFERRAL TO MSHDA'S HCV MOVING UP INITIATIVE WAITING LIST**

Part 1 The PSH Referring Agency will be responsible for gathering all required documents and submitting the Moving Up Referral Packet to the Moving Up Lead Agency for all consumers approved by the Moving Up Review Team. Referral documentation is to include:

- a) Signed Moving Up Participant Agreement
- b) Signed Consent Authorizations for the HCV Moving Up Homeless Preference.
- c) Signed Moving Up-HCV Pre-Application Referral coversheet.
- d) Completed Moving Up Eligibility and Assessment form that will serve as certification of eligibility for Detroit Moving Up,
- e) Proof of residency in Wayne County,

Part 2 The Moving Up Lead Agency will be responsible for entering the referred applicant details into the MSHDA portal.

Part 3 The Moving Up Lead Agency will be responsible for maintaining records on all referrals to MSHDA, including the referrals number provided by MSHDA at the time and date of referral, as well as the full application materials.

Part 4 The Moving up Lead Agency will be responsible for recording the **Date Added to Waitlist** in the summary tab of the consumer's HMIS record.

Part 5 The PSH Referring Agency will be required to follow the Moving-Up HMIS workflow when the referral is sent to the Moving Up Lead Agency by:

- Creating a Housing "**Apply for Subsidized Housing Section 8**" Goal and **adding a case note** stating the consumer had been selected for moving up and that a referral had been made to the lead agency.
- Recording a **Moving Up "Subsidized housing application assistance" service transition.**

## ARTICLE F: PREPARING FOR LEASE UP

Part 1 The PSH Referring Agency works with the consumer to **begin the housing search** to secure housing that meets HCV criteria and passes HQS inspection. Providers should help households:

- Understand budgeting, affordability, housing needs, priorities (e.g., near child's school) and other decision points related to a housing search.
- Have conversations about property maintenance and housekeeping to determine a need for skill development in these areas.

Is it important to have regular check-ins once housing is secure to ensure that the tenant would want to stay in the rental property if pulled for an HCV. This will help to prepare the household and the PSH case manager if they would not want to continue in current housing.

Part 2 Assist households in **gathering the required HCV Documents**. This includes devising a plan with the client to determine any barriers, such as fees.

- A targeted conversation will help to know where documents are located and if there are any fees or barriers to obtaining the documents. Help your clients to determine a plan and timeframe for gathering documents.
- Ensure legible copies of required documentation are available.

**Required documentation is outlined below and can be found in the most recent [MSHDA Admin Plan](#).**

- Verification of Legal Identity is required for all family members. (Tip: begin with birth certificates as this can be a lengthy process)
- Proof of Age is required for all family members (adults and children)
- Proof of Social Security number is required for all family members (adults and children)
- Proof of Residency is required by the head of household, spouse, or co-head of household.

## ARTICLE G: VOUCHER PULL

- Part 1 MSHDA pulls the name off the waitlist and notifies the Moving Up Lead Agency and household of their decision.
- The Moving Up Lead Agency receives the information via email that will be shared with providers as soon as possible, within 2 business days.
  - The household will be mailed a MSHDA “Initial Request for Verification” packet, which contains important information that needs to be completed by the due date listed in the packet (typically within 10 days of the pull).
- Note: The packet is sent to the address listed in the pre-application or the address that was updated in the portal. This is why it is critical for client’s information to always be updated in the system.*
- Part 2 The Moving up Lead Agency will be responsible for recording the **Date Pulled** in the summary tab of the consumer’s HMIS record.
- Part 3 The Moving Up Lead Agency will notify the PSH Referring Agency that the voucher has been approved or denied.
- Notification is to be sent within 2 business days of being notified by MSHDA.
  - If the consumer is denied, the Moving Up Lead Agency will also send a copy of the denial to the PSH Referring Agency.
- Part 4 Once notified, the PSH Provider will immediately contact their clients to alert them of a mailing from MSHDA that is time sensitive.
- If the packet is not received within 7 days of pull, case managers should contact the Housing Agent and request a new packet (pick up in person if timing is urgent).
- Part 5 The PSH Referring Agency will assist the consumer with completing additional paperwork, housing search, moving (if needed). Once the packet is received, the PSH provider will:
- Complete the packet with the household in person and mail it in for the household.
  - 5 business days after documents are submitted, verify that Housing Agents received paperwork and check in on the following:
    - Any missing or incomplete paperwork
    - If money is owed
    - If there is a criminal history that can be addressed
  - If case managers do not see a briefing date, follow up with the client and Housing Agent to determine the reason, such as missing documents.

- Notify households of any denial reasons and that they have a right to an informal review process should they be denied.
- If household is housed, visit the unit to determine if it will pass HQS Inspection and determine if it meets required rent reasonableness.

Part 6 If an applicant receives a **Program Denial (MSHDA 1634d)** for any of the below reasons, they may request an informal review within 15 days of the date on the Program Denial Notice.

**Program Denial Reasons:**

- Unable to contact by mail
- Applicant did not respond to the MSHDA 1791, Request for Initial Verification
- Household income exceeds the HCV Program’s annual gross income limit
- Prohibited criminal activity
- No documentation of residency

Please note, PSH case managers need a copy of denials for their case files. This also helps with data collection as it relates to denials.

Part 7 The PSH Referring Agency will be required to follow the Moving-Up HMIS workflow when notified of the “pull” by Moving Up Lead Agency by:

- **Adding case notes** to the existing Housing “Apply for Subsidized Housing Section 8” Goal stating the consumers name had been pulled and indicating the consumer was either approved or denied. If denied, state the reason.
- **Recording the appropriate Moving Up Service transitions** in the HMIS, as they occur.
  - **Financial Assistance for Moving On** (e.g., security deposit, moving expenses)
  - **Non-financial assistance for Moving On** (e.g., housing navigation, transition support).
  - **Housing referral/placement**

**ARTICLE H: BRIEFING**

Part 1 Once MSHDA determines if a household is eligible for a briefing, a Notice of Briefing will be sent to households within 10 business days of eligibility determination (this may vary by Housing Agent).

The client and case manager attend a scheduled briefing and the client receives:

- Voucher
    - Issued for 60 days
    - One 30-day extension may be granted.
- Note:** The extension process varies by Housing Agent – communication is key!*

- Additional program forms & notifications:
    - Request for Tenancy Approval (RFTA) to begin housing search (explained below)
- Part 2 Case managers should talk to their clients about taking the initiative and checking in with Housing Agents when they have not received their briefing notification.
- Part 3 Case managers should also be proactive and talk to the landlord to determine if the tenant can stay in the unit, as well as the tenant to see if they would like to continue in the unit. The case manager or inspector can ensure the unit will pass HQS. If the unit is not eligible or household has not found housing yet, the household with the case manager’s assistance needs to locate housing immediately.

**ARTICLE I: REQUEST FOR TENANCY APPROVAL (RFTA) OR LANDLORD PACKET**

- Part 1 Case managers should be available to assist landlords in completing required landlord packet and facilitate the inspection if necessary. This packet is time-sensitive (due within 60 days of briefing) and the packet will be sent back if something is not filled out correctly.
- Applicant submits all paperwork to determine if unit is eligible.
  - Housing agent will:
    - Determine Rent Reasonableness & Affordability
    - Complete HQS Inspection (generally within 15 business days of completed RFTA)
      - If the unit doesn’t pass inspection – Housing Agent determines date for repairs, not to exceed 30 days
    - Sign Housing Assistance Payment Contact

**ARTICLE J: UNIT INSPECTION**

- Part 1 Case managers should monitor inspection proceedings to see if it has passed or failed and be informed of why a unit may have failed inspection.
- If a unit passes inspection, a copy of the Pass Report is needed for case manager files.
  - If a unit fails inspection, case managers should:
    - Read the deficiency report.
    - Determine if landlord is willing to correct deficiencies.
    - Determine if deficiencies are evidence of larger issues.
    - Assist with finding a new unit if the issues cannot be resolved.

## **ARTICLE K: VOUCHER “CLOCK”**

- Part 1 Vouchers have to be leased up 60 days from briefing, however the “clock” can be paused or restarted for a number of factors as follows:
- Voucher expiration date is given at briefing (60 days from briefing)
  - The 60 day “clock” is paused when a RFTA is submitted and when a unit is scheduled for inspection.
    - The clock remains paused if anything is missing or incorrect from the RFTA and corrections are being made.
    - If the property fails inspection, landlords have 30 days to make repairs
  - If landlord does not make needed repairs or the unit does not meet rent reasonableness, then the clock for resets for the time the tenant had left. A new RFTA will need to be completed
- Part 2 Due to many factors that can affect the 60 day “clock,” it is key to communicate with the Housing agent to clarify how much time a client has left to lease up. A request for a 30-day extension may be needed.

## **ARTICLE L: LEASE-UP**

- Part 1 After RFTA process and unit is determined eligible:
- The household signs a lease with the landlord
  - The housing Agent executes a Housing Assistance Payment (HAP) Contract with landlord or owner.

## **ARTICLE M: FOLLOW-UP SERVICES**

- Part 1 Each PSH Referring Agency will be responsible for developing a formal aftercare plan for each of their own Graduates who receive a Moving Up voucher.
- Part 2 Each PSH Referring Agency will be responsible for providing 6 months of supportive services for their consumers who had been placed through Moving Up.
- The current PSH provider will contact the Moving Up graduate once a month during that 6-month period and update case notes in the HMIS accordingly.
  - Once the 6 month after-care period ends, the PSH Referring Agency will exit the consumer from their PSH program.

## **ARTICLE N: ADMINISTRATION**

- Part 1 Each PSH Participating Agency will be responsible for following the HMIS requirements for Participating Agencies outlined in Section III, Article A.
- Part 2 The Moving Up Lead Agency will be responsible for following the HMIS Requirements outlined in Section III, Article A.

- Part 3 HAND's HMIS Lead System Administrators will be responsible for following the HMIS requirements outlined in Section III, Article A.
- Part 4 A Moving Up eligible agency is any agency within the Detroit CoC jurisdiction which provides Permanent Supportive Housing. Agencies are eligible regardless of whether it receives CoC funding.
- Part 5 Each Agency eligible to be a Participating Agency must sign a Detroit Continuum of Care Moving Up Memorandum of Understanding (MOU).
- The MOU required for participating in Moving Up will require the Participating Agency to comply fully with the policies and procedures outlined in this document.
  - The agreement will be updated every two years. See **Appendix E** for the MOU.
- Part 6 The Moving Up Coordinator will be responsible for recording the MOU status of each PSH Participating Agency and maintaining a copy of the signed MOU for each PSH Participating Agency for each year that the Participating Agency has participated in Moving Up.

## **SECTION III: DATA AND REPORTING**

### **ARTICLE A: HMIS REQUIREMENTS**

- Part 1 Moving Up will adhere to HUD Data Standard requirements and all regulations specified in the Detroit HMIS Collaborative Policy and Procedures document and current HUD Data Standards.
- Part 2 The Moving Up Lead is responsible for entering the Date Added to Waitlist and Date Pulled from Waitlist for each PSH Participating Agency Referral.
- Part 3 Participating Agencies will fulfill the roles of Agency Administrators and End Users specified in the Detroit HMIS Collaborative Policy and Procedures document.

Part 4 Participating Agencies are responsible for ensuring HMIS data quality and completeness requirements are met. These requirements include the appropriate and consistent use of the required Moving Up HMIS Components as outlined in the HUD Data Standards by

- a. Adding a “Apply for Subsidized Housing Section 8” Goal to the consumers HMIS record.
- b. Adding applicable case notes to the Goal
- c. Adding the applicable Moving On Basic Service Transitions as they occur
  - Subsidized housing application assistance
  - Financial Assistance for Moving On (e.g., security deposit, moving expenses)
  - Non-financial assistance for Moving On (e.g., housing navigation, transition support)
  - Housing referral/placement

Part 5 Participating Agencies may also be required to participate in HMIS trainings when deemed appropriate by the HAND HMIS Lead System Administrators.

Part 6 HAND HMIS Lead System Administrators will be responsible for following all HUD Data Standard requirements and all guidelines provided in Detroit HMIS Collaborative Policy and Procedures document as it relates to any of the tasks outlined in this Article. The following tasks are included:

- a. Create and maintain PSH Bins
- b. Provide HMIS training and support for Moving Up
- c. Assist agencies in ensuring HMIS data quality and Moving Up requirements are met.

# SECTION IV: APPENDICES

## APPENDIX A: MOVING UP PARTICIPATION AGREEMENT

### Detroit Moving Up Participant Agreement

Congratulations on your success in Permanent Supportive Housing. You have demonstrated the ability to live independently and because of that you are invited to participate in the “Moving Up” Initiative.

#### **What is Detroit Moving Up?**

The purpose is to move households toward greater independence in the community. Due to your success in Supportive Housing you have been nominated to transition to a Housing Choice Voucher (also known as Section 8).

#### **What is a Moving Up Housing Choice Voucher (HCV)?**

HCV is a long-term housing subsidy that subsidizes your rent. If selected for HCV, you are required to pay 30% of your income toward rent and you may keep the voucher as long as needed and meet the requirements of the HCV program. There is no supportive service requirements for people with an HCV voucher.

If you choose to participate, your case manager will work with you to transition to the HCV program. After the transition, the services you receive from will gradually reduce to light case management, once a month. Your case manager will link you to other services to help you maintain your housing.

#### **Things You Should Know Before You Agree to Participate:**

- Participation in Moving Up is voluntary and a voucher is not guaranteed.
- While HCV is similar to the Supportive Housing program you are currently in, there may be slight variations in the voucher size, rent and utility portion you will have to pay.
- Regardless of your income, the minimum payment amount for **HCV is \$50.**
- Steps to be selected and approved:
  - Your case manager will complete an assessment and forms with you.
  - Your case will be presented to a review committee.
  - If the review committee decides that it would not be in your best interest to be a part of this program, then you will be able to remain in your current unit and continue to receive services as you have been with the PSH provider.
  - If the review committee feels you are a good fit for this program, your application will be added to the waiting list. The timeline will vary, however when selected your case manager will be notified and you will receive materials in the mail from the assigned housing agent outlining the next steps in the process.
  - You will be required to submit a variety of documents and agree to a background check. If based on this check, if you are not eligible for HCV, you will still be able to keep your current housing and services as long as you continue to abide by the terms of your current lease agreement.
  - You may be required to move or may be able to stay in your current apartment, Discuss your choices and options with your case manager.

Detroit MU Participant Agreement  
Rev. May 2021

1

- Most likely you will be required to pay first month rent and security deposit if you do move. Begin to work with your case manager about options to assist with the payments
- Throughout the process, you will be able to remain in your current PSH program.
- If you agree to participate in the Moving Up program, and are transitioned to an HCV, you will still be expected to follow the rules of your lease, pay your portion of the rent and keep your apartment in good condition.
- If you participate in HCV, you will need to complete recertification paperwork on an annual basis and report any changes in household family composition or income to the assigned Housing Agent. Failure to follow the terms of the HCV program may result in the loss of that voucher. If this happens, you will not be eligible to go back to the program you are currently in.

**PSH Tenant Signature:**

I have reviewed and understand the document above and I am interested in participating in Moving Up. My signature confirms that I allow the Moving Up Review Committee to review my assessment for eligibility. I understand that my agreement to participate does not guarantee that I will be awarded an HCV voucher.

<b>PSH Tenant Printed Name</b>	<b><i>PSH Tenant Signature</i></b>	<b>Date</b>

<b>Case Manager Printed Name</b>	<b><i>Case Manager Signature</i></b>	<b>Date</b>

## APPENDIX B: CONSENT AUTHORIZATIONS FOR THE HCV MOVING UP HOMELESS PREFERENCE

### Consent Authorizations for the HCV Moving Up Homeless Preference

Head of Household Name: \_\_\_\_\_ HMIS ID# \_\_\_\_\_

Last 4 SSN: \_\_\_\_\_ Phone #: \_\_\_\_\_

- I hereby certify that I am the individual listed above and that I am a current applicant or participant of the Michigan State Housing Development Authority (MSHDA) Housing Voucher Program.

#### Agency Participation

Referring Agency: \_\_\_\_\_

Referring Agency Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

HARA Agency: \_\_\_\_\_

HMIS Lead Agency: Homeless Action Network of Detroit (HAND) \_\_\_\_\_

Housing Agent: Community Management Associates, Inc. (CMA) \_\_\_\_\_

#### Pre-Application Consent Authorization

##### **Certification of Information**

WARNING: TITLE 18, SECTION 1001 OF THE UNITED STATES CODE STATES THAT A PERSON IS GUILTY OF A FELONY FOR KNOWINGLY AND WILLINGLY MAKING FALSE OR FRAUDULENT STATEMENTS TO THE DEPARTMENT OR AGENCY OF THE UNITED STATES AND SHALL BE SUBJECT TO FINES NOT MORE THAN \$10,000 OR IMPRISONED FOR NOT MORE THAN FIVE YEARS OR BOTH.

I, \_\_\_\_\_, hereby authorize the above-referenced HARA Agency to enter my pre-application online for the MSHDA Homeless Preference Housing Choice Voucher Program on my behalf. I certify that:

- I understand that any misrepresentation of information or failure to disclose information requested in this application may disqualify me from consideration for admission or participation and may be grounds for eviction or termination of assistance.
- I do hereby certify that the information on my preapplication/referral is true, accurate, and complete to the best of my knowledge.
- I understand that it is my responsibility to keep my application information current with the Michigan State Housing Development Authority. (All Information must be provided to the Michigan State Housing Development Authority in writing or through the Applicant Portal.)

**Consent for the Release of Confidential Information**

I, \_\_\_\_\_, grant the above referenced Referring Agency, the HARA Agency, and the HMIS Lead Agency permission to disclose information or communicate between each other and the Michigan State Housing Development Authority (MSHDA) Assigned Housing Agent regarding:

1. Homeless Certification Information (including income, assets, expenses, and household status for determining eligibility for participation in the HCV Program)
2. Applicant Profile Information (locations, address and/or other contact information).
3. Changes in voucher status notification, including reasons for change.

The information will only be used for determining eligibility in the HCV Program and will be kept confidential and not released outside of this scope.

I understand and agree that photocopies of this authorization may be used for the purpose stated above.

The purpose of the disclosure authorized in this consent is to assist the MSHDA-assigned Housing Agent in locating or assisting an applicant when their name has been selected from the waiting list. I certify that:

- I understand that there may have been information shared based on this consent when it was in effect. Ending this consent cannot change that.
- I understand that I may end this consent with a notice in writing.
- I understand that my treatment records are protected under state and federal regulations governing confidentiality of patient records;

The regulations are the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 DFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPPA), 45 CFR, Parts 160 and 164. I certify that:

- I understand these records cannot be shared without my written consent except as provided for in the regulations.
- I understand that my treatment will not change based on whether I sign this consent form.

\_\_\_\_\_  
Signature of Applicant (Head of Household) \_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Guardian, or authorized representative (if required) \_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Guardian, or authorized representative (if required)

**Note: This authorization may be revoked at any time by providing written notice to your housing agent and will automatically expire fifteen (15) months from the date of signature.**





Please complete the following questions based on the conversations consumer is only eligible for consideration by the Moving Up Review Team if the response for *all* the criteria below is “Yes”.

Minimum Criteria	Does the PSH Tenant meet this criteria?	
The consumer is a lease holder and has maintained lease for at least 12 months.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tenant has paid rent on-time 8-12 times in the last 12 months.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tenant has paid bills on-time at least 8-12 months (or utilities are included in tenants' rent).	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tenant is able to keep physical and behavioral health care appointments on a regular basis.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tenant has only required occasional support in order to comply with lease obligations in the last 6 months.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Can the household meet these minimum qualifiers (HUD & MSHDA criteria)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Has not been evicted from any PHA housing within 3 years</li> <li>Is not a lifetime registered sex-offender</li> <li>Has not been convicted of manufacturing meth in public housing</li> <li>Has not engaged in illegal drug-use or drug-related criminal activity during the past 12 months</li> <li>Has not engaged in criminal activities within the last 24 months</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Required Forms and Documentation	Attached?
Completed Eligibility Form and Assessment (this document)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signed Moving Up Participant Agreement	<input type="checkbox"/> Yes <input type="checkbox"/> No
MSHDA HCV Moving Up Pre-Application	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signed Release of Information form	<input type="checkbox"/> Yes <input type="checkbox"/> No

*Disclaimer – If the PSH tenant is pulled for a MSHDA Moving Up, original documents will be required (see MSHDA Upfront Documentation Quick Glance). Documentation is not required for the Moving Up Review Team.*

**PSH Tenant Assessment Instructions:**

Complete all sections Housing, Income, Health, Supportive Services & Mainstream Resources, and Case Manager Recommendations (pages 3-7) with the PSH Tenant. Total the score in the far right column. If questions do not apply, please give a 3 as the score and write N/A.

HOUSING	Score: 0	Score: 1	Score: 2	Score: 3	Tenant Score
<b>Current Lease</b>	Tenant has not held a lease for past 12 months	Tenant is lease holder, has maintained lease 12-18 months	Tenant is lease holder, has maintained lease 18-36 months	Tenant is lease holder, has maintained lease for over 3 years (36+ months)	
<b>Rent Payment</b>	Tenant has not paid rent for last 6 months or has only paid on-time 1-3 times in last 12 months	Tenant has paid rent on-time at least 4-6 times in last 12 months	Tenant has paid rent on-time at least 6-8 times in last 12 months	Tenant has paid rent on-time 8-12 times in the last 12 months	
<b>Utility Bills</b>	Tenant has only paid bills on-time 1-3 times in last 12 months	Tenant has paid bills on-time at least 4-6 times in last 12 months	Tenant has paid bills on-time at least 6-8 times in the last 12 months	Tenant has paid bills on-time at least 8-12 times in the past 12 months (or utilities are included in tenants' rent)	
<b>Outstanding Rent Arrears</b>	Tenant has outstanding rent arrears and is not willing to set up payment plan	Tenant more than 6 months in current rent arrears and has set up a payment plan or applied for resources	Tenant has less than 3 months in current rent arrears and is current on payment plans	Tenant has no current arrears and does not have a current payment plan for past bills	
<b>Outstanding Utility &amp; other bills</b>	Tenant has outstanding utility arrears and is not willing to set up payment plan	Tenant has less than \$1000 in current utility arrears and has set up a payment plan or applied for resources	Tenant has less than \$500 in current utility arrears and is current on payment plans	Tenant has no current arrears and does not have a current payment plan for past bills	
<b>Safe Living Environment</b>	Tenant has had over 5 contacts with police and/or landlord complaints in past 6 months regarding disruptive activities in the unit	Tenant has had 3-5 contacts with police and/or landlord complaints in past 6 months regarding disruptive activities in the unit	Tenant has had over 1-2 contacts with police and/or landlord complaints in past 6 months regarding disruptive activities in the unit	Tenant has not had any police visits or landlord complaints regarding disruptive activities in unit	
<b>Housing Stability</b>	Tenant has been in a supportive housing program less than 12 months	Tenant has been in a supportive housing program for 12-24 months	Tenant has been in a supportive housing program for 24-36 months	Tenant has been in a supportive housing program for over 36 months	
<b>Past Evictions</b>	Prior to PSH, tenant had over 6 evictions	Prior to PSH, tenant had 3-5 evictions	Prior to PSH, tenant had 1-3 evictions	Prior to PSH, tenant had no evictions	
Subtotal Score Total possible points: 24 Minimum Score of 16 to proceed					

INCOME	Score: 0	Score: 1	Score: 2	Score: 3	Tenant Score
<b>Maintaining or Increasing Income</b>	Tenant has no income and has not yet applied for benefits	Tenant has applied for benefits and/or employment	Tenant is receiving benefits or is currently employed	Tenant has income from benefits and/or employment has increased from the previous year	
<b>Stable Source of Income</b>	Tenant has no stable source of income	Tenant has some income sources but not stable	Tenant has received income from benefits and/or employment for the last 1-6 months	Tenant has received income from benefits and/or employment for the last 6-18+ months	
<b>Employment</b>	Tenant is not employed and not enrolled in employment program	Tenant is currently in an employment program or developmental training program or actively seeking employment.	Tenant is employed or is involved in a volunteer position, internship, or job mentoring program for less than 6 months	Tenant is employed and saving towards mainstream housing for at least 6 months or is unable to work due to disability and has benefits	
<b>Current Debt and Financial Obligations</b>	Tenant has significant debt (over 50% of income) and is unable to meet financial obligations	Tenant has over 50% of income in debt and is meeting financial obligations	Tenant has less than 10% of income in outstanding debt and is meeting financial obligations	Tenant has no outstanding debt or financial obligations	

**Total monthly income source(s) and amount(s) for all household members on lease:**

Employment \$ \_\_\_\_\_ SSI \$ \_\_\_\_\_ SSD \$ \_\_\_\_\_ Social Security \$ \_\_\_\_\_ Food Stamps \$ \_\_\_\_\_ Other \$ \_\_\_\_\_ Source: \_\_\_\_\_

HEALTH	Score: 0	Score: 1	Score: 2	Score: 3	Tenant Score
<b>Medication Adherence</b>	Tenant self-reports not taking any medications	Tenant self-reports rarely taking prescribed medications	Tenant self-reports sporadically taking prescribed medications	Tenant self-reports regularly taking prescribed medications with minimally missed doses OR has no prescribed medications	
<b>Current Harm Reduction Goals</b>	In the past 6 months, tenant preferred not to discuss or contemplate harm reduction behaviors	In past 6 months, tenant discussed harm reduction behaviors with case manager, but did not work towards implementing them	In the past 6 months, tenant shows progress towards harm reduction behaviors, but has not achieved implementing them	In the past 6 months, tenant has implemented harm reduction behaviors or has no reported substance abuse issues	
<b>Future Harm Reduction Goals</b>	Tenant does not intend to establish harm reduction behaviors	Tenant has re-set current harm reduction behaviors to be more realistic and/or reasonable to him/her	Tenant will maintain current harm reduction behaviors	Tenant is setting new harm reduction behaviors for next 6 months OR has no reported and/or diagnosable substance abuse issues	
<b>Supportive Services &amp; Mainstream Resources</b>	Score: 0	Score: 1	Score: 2	Score: 3	Tenant Score
<b>Connection to Mainstream Mental Health and Primary Health Care</b>	Tenant is not connected to any mainstream agencies and tenant has not had contact with primary health care provider in past 12 months	Tenant is newly connected to mainstream MH and primary health	Tenant has been connected to mainstream providers for past 3-6 months	Tenant is connected to mainstream providers and has a primary healthcare provider and keeps appointments as needed	
<b>Connection to Community Supports</b>	Tenant has no community supports outside of PSH project	Tenant has limited community supports and is not interested in attaining others	Tenant has adequate community supports in neighborhood	Tenant seeks out community supports and has many connections including specialized services	

Service Utilization	Tenant has outstanding service needs and does not utilize current supportive services	Tenant has expressed interest in supportive services but has not followed up with case manager	Tenant utilizes some supportive services offered, and is able to maintain housing stability	Tenant utilizes supportive services offered, and seeks services when needed	
Clinical Crisis Intervention	Tenant has required over 5 clinical crisis interventions in the past 12 months	Tenant required 3-5 clinical crisis interventions in the past 12 months	Tenant required clinical crisis intervention in the past 12 months, and worked quickly with case manager to identify needs and help	Tenant has not required clinical crisis intervention in the past 12 months	
Tenant has the skills necessary to maintain housing stability	Based on their current tenancy, tenant does not have the skills necessary to maintain household stability	Based on their current tenancy, tenant would need significant support to maintain their household stability	Based on their current tenancy, tenant would need some services support to maintain their household stability (more than general follow-up services)	Based on their current tenancy, tenant has the skills necessary to maintain housing stability and would need general follow-up services	
Level of support the person has required to comply with lease obligations during the last 6 months	Weekly	Every 2 weeks	Monthly	Quarterly/Occasionally	
<b>Income, Health, Services Subtotal Score</b> <i>Total Possible Score for Income, Health &amp; Supportive Services: 42</i> <b>Minimum Score to Qualify: 29</b> <i>Ideally, applicants have scores in range of 35-42</i>					

**Case Manager Recommendation:** Explain why this PSH tenant is a good candidate for Moving Up. Consider the following in your responses:

- If the tenant plans to move, explain tenant's ability to pay security deposit and moving expenses.
- Tenant's housing and income stability
- If not currently paying 30% income toward and/or managing utilities, how will they budget and manage?
- Does (or will) the PSH tenant have original documents (i.e. identification, social security, birth certificate)?
- Any additional considerations?

## APPENDIX E: MEMORANDUM OF UNDERSTANDING (MOU)

### Detroit Continuum of Care Moving Up MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) outlines the agreement between:

- \_\_\_\_\_ **(name of HARA)** – who serves as the Detroit Continuum of Care Housing Assessment and Referral Agency (HARA) /CAM Lead Agency and Moving Up Lead Agency,
- **Homeless Action Network of Detroit (HAND)** – who serves as the HMIS Lead Agency and facilitator of the Detroit Moving Up Initiative, and
- \_\_\_\_\_ **(name of PSH Agency)** – who provides Permanent Supportive Housing (PSH) programs in Detroit and is participating in the Detroit Moving Up Initiative

The Parties hereby agree upon the following:

1. **Purpose of the MU Initiative:** The purpose of MU is to secure Housing Choice Vouchers (HCV) for PSH tenants who no longer need the intensive supportive services provided in PSH, but still have a need for affordable housing. The Michigan State Housing Development Authority (MSHDA) allocates HCV for MU referrals made by PSH providers and reviewed and approved by the Detroit MU Review Committee.
2. **Roles:** The Parties will adhere to the following roles within Moving Up:
  - a. The Moving Up Lead Agency/HARA/CAM Lead Agency:
    - i. Serves as the Detroit Continuum of Care Housing Assessment and Resource Agency (HARA), Coordinated Entry Lead Agency and the Moving Up (MU) Lead Agency as identified by Michigan Housing Development Authority (MSHDA);
    - ii. Enters referrals into the MSHDA designated online application portal upon receipt of approval by the Moving Up Review Committee.
    - iii. Enters PSH households approved by the MU Review Committee into the HCV MU waiting list;
    - iv. Participates in the Detroit MU Review process; and
    - v. Notifies Case Managers via email when an applicant is pulled from the HCV MU waiting list.
  - b. Permanent Supportive Housing Agencies:
    - i. Participate on the MU Review Team – Each **PSH agency must identify a Primary and Alternate MU Liaison** to participate on the MU Review

Detroit MU MOU  
Rev. February 2023

1

Committee and receive updates for client progress. This committee reviews and discusses all MU applicants and approves or denies applications submitted for consideration to be added to the waiting list.

At least one of the listed liaisons identified below will need to attend each meeting even if they are not submitting clients to assist with the review process. If the liaisons change, updates will need to be provided to HAND

<b>PSH Agency</b>	
<b>Primary Contact/Moving Up Review Participant</b>	
Name	
Title	
Email Address	
Phone Number	
<b>Secondary Contact/Moving Up Review Participant</b>	
Name	
Title	
Email Address	
Phone Number	

- ii. Assess current PSH tenants for MU eligibility and complete the following forms, confirming the tenant is prepared to live without intensive supportive services;
  - Moving Up Participation Agreement
  - Consent Authorizations for the HCV Moving Up Homeless Preference
  - Moving Up HCV Pre-Application Referral Coversheet
  - Moving Up Eligibility and Assessment Form
- iii. Submit completed paperwork and discuss the client with the review committee during scheduled Moving Up workgroup meetings;
- iv. For PSH tenants approved and selected for MU HCV, the PSH provider will be responsible for providing transition support while tenants are looking for housing and completing all paperwork. *See the Moving Up P&P for details.*
- v. Upon transition to MU HCV, minimally contact tenants **once a month for 6 months** providing services, creating plans to access community based services and assisting with landlord conflict resolution as needed.
- c. Homeless Action Network of Detroit:
  - i. Convenes and facilitates Monthly MU Review Committee meetings to review and discuss MU applicants submitted by PSH providers;

- ii. provides guidance on HUD Data Standard requirements and on policies and procedures
  - iii. collects and analyzes data on the MU Initiative; and
  - iv. reports to CoC Board process related to MU Initiative.
3. **Policies and Procedures:** Upon review and approval by the MU Review Committee, the MU Lead Agency, enters referrals into the MSHDA designated online application portal. To be eligible for MU Voucher, PSH tenants will need to demonstrate health, income, and housing stability, as defined by the assessment tool created for the MU initiative. The steps for lease up with MUV are:
- **Pre-Application:** Households approved by the MU Committee named will be entered on the waiting list.
  - **Prepare for Lease Up:** Before a pull occurs, households and service providers can collect required documents and begin the housing search to secure housing that meets HCV criteria and passes HQS inspection.
  - **HCV Pull:** MSHDA and Housing Agents pull names from the HP HCV Waitlist. The tenant and named point of contact at each PSH will be notified.
  - **Initial Request for Verification:** Households receive an “Initial Request for Verification” packet to inform them that they have been pulled from the waitlist and next steps to complete. Required paperwork must be submitted to MSHDA by the due date listed in the packet (usually within 10 days *of pull*, not when packet is received).
  - **Briefing:** Households attend a briefing to learn next steps to leasing up within 60 days of briefing. Briefings can take a few hours and can be held individually or in groups.
  - **Lease Up:** If they have not already done so, households find and secure housing that meets HCV criteria and passes HQS inspection.
4. **Responsibility:** Each Party in this agreement is solely responsible for the acts and omissions of its employees, grantees, volunteers, and agents. All parties respect the confidentiality of the participants and adhere to communicate and correspond in secure mediums.
5. **Confidentiality** – As member of the MU Review Committee, you may have access to view or participate in discussions regarding sensitive information about individuals or organizations interacting with the MU Initiative. Parties must treat this information as confidential and not share with anyone unless specifically authorized. Information will

only be shared with other designated authorized user staff and will not be shared with third parties, including clients, co-workers or outside agencies. Information will not be used for purposes other than facilitation of the MU Initiative.

Sensitive information comprises:

- Applicant (s) name, nickname or any other identifying information
- Applicant address, location or whereabouts

6. **Termination:** This MOU is in effect for two full calendar years. The MOU or any of its parts be modified in writing with the agreements of all parties. Either party may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

Authorization: On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

IN WITNESS WHEREOF, the Parties hereto have executed this agreement the day and year written below.

\_\_\_\_\_  
(Name of Permanent Supportive Housing Agency) \_\_\_\_\_  
Date

\_\_\_\_\_  
(Name/Title of PSH Designated Signer) \_\_\_\_\_  
Signature

\_\_\_\_\_  
(Name of Detroit Continuum of Care Housing Assessment and Referral Agency (HARA), Coordinated Entry (CAM), Moving Up Lead Agency) \_\_\_\_\_  
Date

\_\_\_\_\_  
(Name/Title of Designated Signer) \_\_\_\_\_  
Signature

\_\_\_\_\_  
Homeless Action Network of Detroit (HAND)  
(Name HMIS Lead Agency and Facilitator of the Detroit Moving Up Initiative) \_\_\_\_\_  
Date

\_\_\_\_\_  
(Name/Title of Designated Signer) \_\_\_\_\_  
Signature