

## Attachment G - Section 1

<b>Multnomah County, Department of County Human Services</b> <b>Community Services Division</b> <b>Program Instructions for Short-Term Rental Assistance Services</b> <b>Agency: Housing Authority of Portland - Effective July 1, 2010 to June 30, 2011</b>
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### Statement of Work

Service Description	Type of Funding for Anti-Poverty Case Management Services	Amount of Funding	Validity Dates	Payment Method
Clearinghouse Services, rental assistance/short-term vouchers	CGF	\$197,881	7/1/010-6/30/11	Per Invoice, Cost Reimbursement
Clearinghouse Services, rental assistance/short-term vouchers	LIRHF	\$45,584.	7/1/010-6/31/11	Per Invoice, Cost Reimbursement
Admin for Clearinghouse Services	CGF	\$110,552.	7/1/010-6/30/11	Per Invoice, Cost Reimbursement
Housing Stabilization Program (HSP) EHA Match	HSP/EHA	\$140,304	10/01/2010-6/30/2011	Per Invoice, Cost Reimbursement
HSP CGF Match 5%	HSP/CGF	\$12,012	10/01/2010-6/30/2011	Per Invoice, Cost Reimbursement
HSP Agency Admin 5% EHA Match	HSP/EHA	\$7,016	10/01/2010-6/30/2011	Per Invoice, Cost Reimbursement
HSP Agency Admin 5% CGF Match	HSP/CGF	\$600.	10/01/2010-6/30/2011	Per Invoice, Cost Reimbursement
HSP Agency Admin 10% CGF Admin	CGF	\$17,835	10/01/2010-6/30/2011	Per Invoice, Cost Reimbursement
<b>Total Funding</b>		<b>\$531,784</b>		

### Target Population

The primary target population are households who are homeless or at risk of homelessness.

### Service Description

Housing assistance and auxiliary services.

### Regulations and Guidelines

<b>Services funded</b>	<b>Funding Source(s)</b>	<b>Online Reference</b>
Rental Assistance	➤ LIRHF	<a href="http://www.ohcs.oregon.gov/OHCS/pdfs/factsheets/CRD_Factsheet_Low_Income_Rental_Assistance.pdf">http://www.ohcs.oregon.gov/OHCS/pdfs/factsheets/CRD_Factsheet_Low_Income_Rental_Assistance.pdf</a>
Rental Assistance and Auxiliary Services	HSP	Contractor is required to abide by the rules and regulations in the Housing Stabilization Program Manual prepared by Oregon Housing and Community Services available at: <a href="http://www.hcs.state.or.us">www.hcs.state.or.us</a> and the Oregon Administrative Rules governing the Housing Stabilization Program available at: <a href="http://arcweb.sos.state.or.us/rules/OARS_813/813051.html">http://arcweb.sos.state.or.us/rules/OARS_813/813051.html</a> .

**Eligibility Requirements**

Provider has been given training and manuals on both the Low Income Rental Housing Fund (LIRHF) and the Housing Stabilization Programs (HSP).

**Client File Requirements**

All services must follow the client file standards per the HSP Manual provided by Oregon Housing and Community Services (OHCS) during Contractor and provider training.

**Outputs and Outcomes**

All outcomes are listed in the Agreement document for the Short-Term Rental Assistance Program and apply to and include HSP.

**Reporting**

HAP must monitor the ServicePoint data collection system to collect data [in order to](#) assure the accuracy of all STRA data. All data must be entered into the System no later than the 15th day of each month following the month the services were provided.

**Special Conditions**

**Grievances:** Agency must establish a system of written procedures through which a client or family member may present grievances about the operation of services. Agency shall make them readily accessible and available to clients, such as through the posting, distribution of the procedures in areas frequented by clients, and written documentation in client case file, as applicable. Agency shall, upon request, provide advice to such persons as to the grievance procedure. Agency must keep evidence in client file that shows client has been made aware of the agency's grievance procedures.

**Appeals Process:** If clients seeking services funded by OHCS are denied services, they must be notified of the denial and informed in writing of their right to a fair hearing regarding that determination. Agencies receiving OHCS funds shall have a written procedure for the handling of client's appeal of determinations (denial of services).

The OHCS Program Coordinator must receive notification that a hearing was held. Based on the funding for the service that was denied, agency shall direct the notification to the OHCS program coordinator responsible for that funding stream. A copy of the notification should also be sent to your Contract Liaison. For example, if the services denied are funded by EHA, then the notification of appeal will be sent to the attention of the OHCS \*\*EHA Program Coordinator.

All OHCS Program Coordinators are located at the following address:

Attn: OHCS \* Program Coordinator  
Oregon Housing and Community Services  
P.O. Box 14508  
Salem, Oregon 97309-0409