

City of Auburn HOME-ARP Housing Resource Service Program Rules & Requirements - Client Guidance Sheet

The following are the program guidelines for participating in the HOME-ARP Housing Resources Service Program. As a client, you are expected to follow the program rules and requirements to receive assistance. By signing on page three (3), you are confirming that you understand the guidelines and agree to abide by them. If you fail to follow the rules and requirements in this document, your assistance may be terminated.

Summary: The program is designed to help people who are homeless, at risk of homelessness, or fleeing domestic or dating violence, sexual assault, stalking, or human trafficking. The Housing Resources Services activities are designed to identify an applicant's need for services and provide support to the extent that the assistance is necessary to enable an eligible client to gain stability in their housing situation. Approved activities are funded on a first-come, first-served basis and are not guaranteed.

Our Expectations of You

- **Confidentiality:** You must maintain the confidentiality of any personal information you receive through the program, including the identities of other clients.
- **Documentation:** You may need to provide documentation to verify your eligibility for the program. This includes proof of identity and income if needed to establish eligibility as QP4, among other documents. Any documentation must be submitted within 30 days of completing an application to keep the application open. If other documents are needed for other services, you must provide them on a timeline you set with your housing resource worker.
- **Duplication of Services:** Before receiving financial assistance or other services from the program, you must exhaust all other community resources. You will alert program staff of all other financial assistance you receive from other services. If the assistance you receive from the HOME-ARP Housing Resources Service Program is a duplication of another benefit, you agree to repay the program within 30 days.
- **Program Activities:** You and your housing resource worker will create a plan to identify your housing needs. These activities may include case management, rental assistance, utility assistance, and other supportive services. You will have the opportunity to meet with your housing resource worker approximately twice a month or as needed if you choose to do so for assistance and support to reach your housing goals.
- **No Requirement to Accept Other Resources:** During your time in the program, you are under no obligation to accept any resources other than the ones you've identified in your plan. Your plan can be changed at any time by letting your housing resource coordinator know.

Your Expectations of Us

- **Actively Seek to Help:** Your housing resource coordinator will actively seek to assist you with your identified needs. This includes responding to messages promptly, being on time and prepared for all meetings, and seeking community resources.

- **Documentation:** Program staff will keep a file for you that includes copies of applications and other housing search-related material and can provide those copies to you at no cost with a notice of 3 business days.
- **Housing Resources:** Program staff will provide you with stamps and envelopes and access to a copy machine and telephone for all housing-search-related business.
- **Housing Search:** Your housing resource coordinator will provide guidance and assistance on your search or refer you to a housing navigator. They may be available to provide housing applications and a list of available apartments, view apartments, and attend meetings about your housing search when advance notice is given.
- **Other Resources:** Your housing resource coordinator will provide referrals to community services to assist with your needs.
- **Termination:** You will be provided with the program termination policy. Should it become necessary, program staff will follow the termination policy.

Mutual Expectations

- All services provided by the Housing Resources Program are free of charge.
- You, your housing resource worker, and all program staff will treat the others with courtesy and respect.
- You, your housing resource worker, and all program staff will not perform any inappropriate behaviors, such as sexual harassment, violent acts, verbal abuse, or theft.
- Both parties are expected to be prompt to meetings and prepared for the time together, and they should alert the other party if the meeting needs to be rescheduled.

Grievance Procedure

If you have trouble with your housing resource coordinator or other program staff, you have the right to use our client grievance procedure by calling the program manager at 207-333-6601, extension 1332. The program manager will use their discretion to settle the complaint within 10 business days.

If the matter is not resolved at this level, the issue will be brought to the attention of the Business and Community Development Department's Deputy Director. The management team will appoint an appropriate person to resolve the complaint within 10 business days. All parties will be notified of the anticipated resolution date if additional time is needed. The decision of this person will be final.

Termination Policy

Your assistance will end after 6 months or when you reach the financial assistance maximum.

Your assistance may be terminated if you fail to comply with program rules and requirements or become ineligible for the program for any reason.

- You will receive two copies of the program rules and requirements before your application can be approved.
- You will read the documents. Ask questions about anything you don't understand before signing.
- You and your housing resource coordinator will sign both copies of each document. You will keep one copy and return the other to the housing resource coordinator.
- You will receive written notification of failure to abide by the program rules and be given 5 business days to comply with the rules.
- You will receive a written notification containing a clear statement of the reasons for termination. The notice will be appended to your file.
- Within 5 business days of sending the notice to terminate assistance, another staff member of the City of Auburn's Business and Community Development department will review the decision. This staff member will not be a subordinate of the staff member who made or approved the termination decision. At this time, you will be given the opportunity to present written or oral objections.
- Within 2 business days of the review, you will be sent a written notification of the final decision.
- If your assistance is terminated after the review, you may be able to re-apply and receive services at a later date.

We look forward to working with you.

Client Date

Client Date

Housing Resources Coordinator Date