

County of Los Angeles - Department of Mental Health

**Housing and Job Development Division
Federal Housing Subsidies Unit**

**TENANT BASED SUPPORTIVE HOUSING
POLICIES AND PROCEDURES**

THE HOUSING AUTHORITY OF THE CITY OF LOS ANGELES (HACLA)

I. Purpose

These policies and procedures have been developed to enable housing liaisons and case managers to assist clients in the completion of applications for the Tenant Based Supportive Housing (TBSH) program administered by the Housing Authority of the City of Los Angeles (HACLA) and to meet all TBSH grant requirements.

II. Completion and Submission of Application

- All documents in the application package must not be more than 30 days old on the date the application is submitted to HACLA;
- The client must meet HUD criteria for chronic homelessness throughout the application process;
- The client and all adults in the household must submit to and pass a criminal background check;
- The client must identify all family members who will be residing with her/him;
- Include a copy of birth certificates for minors, social security cards for all family members, and a California Driver's License or California identification for all adult household members;
- Complete all forms in their entirety. All questions should have a response including "N/A.";
- Applications for TBSH must be reviewed for accuracy and completeness by the designated Housing Liaison for your clinic/agency before submission to the Federal Housing Subsidies Unit (FHSU);
- The Housing Liaison indicates the application is correct and complete by signing at the bottom of the Application Coversheet/Checklist;

- Applications will be returned immediately to the clinic/agency if they contain more than five (5) errors or omissions. If there are less than five (5) errors or omissions, applications will be held by the FHSU for two (2) weeks from the initial request for corrections or documentation;

III. Roles and Responsibilities

Housing Liaisons

- Coordinate the TBSH activities within their program;
- Provide technical assistance to clinic/agency personnel in the preparation of a housing application;
- Become familiar with all clinic/agency clients housed with a HACLA TBSH voucher;
- Collaborate with case managers regarding housing issues;
- Notify the FHSU when a client refuses services, dies or moves out of TBSH housing;
- Attend housing liaison meetings and trainings;

Case Managers

- Use a Housing First approach to assist clients with immediate access to housing and the supports needed to retain housing;
- Assist the client in completing the housing application;
- Submit the completed application to the clinic/agency Housing Liaison;
- Accompany the client to HACLA for the housing interview;
- Send a copy of the TBSH voucher and the signed Lease Agreement to the FHSU;
- Provide case management services for the length of time that the client is a TBSH participant, which includes at least monthly contacts and at least quarterly visits with participant families in their units;
- Complete the client data forms for the quarterly and annual reports for as long as the client is on TBSH;
- Assist the client with the annual renewal process;

- Provide linkage whenever the individual is transferred to another program to ensure continuity of care and adherence to the contract;

Federal Housing Subsidies Unit

- Provide technical assistance to housing liaisons, housing specialists and case managers;
- Review applications for accuracy and completeness;
- Submit completed applications to the Housing Authority and follow-up regarding the status of the application;
- Notify the case manager, housing liaison or housing specialist when the TBSH voucher will be issued;
- Collect data and complete all required reports.