DOH Rapid Rehousing (RRH) Utility Allowances

JUNE 13, 2022

CONNECTICUT
Department of Housing

Connecticut Balance of State Continuum of Care
Ending Homelessness in Connecticut | **Email:** ctboscoc@gmail.com | **Website:** www.ctbos.org

ADVANCING TOGETHER

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Melanie Alvarez, ACT

- Welcome & Introductions
- The Basics: Utility Allowances & Utility Reimbursements
- Allowable Payees
- Examples
- Steps to Determine Utility Reimbursements
- ACT Procedures
- Tools & Resources
- Final Questions

Name, Agency, Role?

Reason you joined us today?

What are you looking forward to this Summer?

BREAK OUT GROUPS

Smile, breathe, and go slowly.

- Thich Nhat Hanh

DOH RRH Operations Guide

Background on the CT DOH RRH Operations Guide

- Released March 2022; Updated June 2022
- Establishes statewide Rapid Rehousing (RRH) policies and procedures.
- Applies to RRH funded by:
  - CT Department of Housing (DOH), including Emergency Solutions Grant (ESG)
  - CT Balance of State Continuum of Care (CT BOS CoC)
  - Opening Doors Fairfield County (ODFC)
- Describes the principle federal, state, and local CoC requirements in a single document.
- Replaces CT RRH Model Guidelines and CT CoC & ESG Policies and Procedures.

Updated: RRH Forms on CT BOS Website

[See DOH RRH Documents]

- NEW - Form #13 Utility Payment permission

UPDATED:

- Form #1 RRH File Checklist
- Form #17 Payment Letter Template
- Form #19 RRH Fund Request Checklist
- Form #25A RRH Rental/Utility Calculation Tool
- Form #25B YHDP RRH Rental/Utility Calculation Tool

RRH Rent Payment Standards

Does not apply to YHDP

- **Month 1:** Security, 1st Month's Rent, & any applicable utility allowance covered at 100%.
- **Months 2-6:** Tenants pay 30% of net income towards rent and any applicable utility allowance; RRH rental assistance covers remaining rent and utility allowance
- **Months 7 to program exit:** Tenants pay 60% of net income towards rent & any applicable utility allowance; RRH rental assistance covers remaining rent and utility allowance
- If tenant has been approved for PSH or other housing voucher (EHV, Mainstream, HCV, RAP) and is pending transition, tenant's portion will be calculated at 30% of net income until transitioned to permanent subsidy.

Financial assistance ends when:

- Participant has reached 12 months of assistance (extensions possible up to 24-month maximum allowable term; extensions should be rare).
- Household net income is equal to or greater than 60% of gross rent; gross rent = rent + utility allowance

What is a utility allowance?

To keep housing affordable for lower-income households, total participant payment includes both rent paid to the landlord and the costs for reasonable amounts of utilities. The amount that DOH determines is necessary to cover reasonable utility costs is the **utility allowance.**

Who determines the utility allowance amount?

- Use utility allowance schedule from the State of CT Department of Housing.
- Utility allowances are updated each year on July 1st - updates are posted here

CONNECTICUT
Department of Housing

Do the utility allowances cover 100% of the tenant's utility bills?

NOT NECESSARILY

- Utility Allowances are a fixed amount established annually by DOH.
- Utility Allowances stay the same regardless of fluctuations in the tenant's utility bills.
- Utility Allowances are often less than the bill, and they can also sometimes be greater than the bill.

Why are we using utility allowances when determining participant rent share?

- To make housing more affordable for participants.
- HUD requires CoC RRH projects to calculate rent as the sum of the total monthly rent for the unit and, if the tenant pays separately for utilities, the monthly allowance for utilities.

Does every RRH participant get a utility allowance?

- Participants whose utility costs are included in their rent do not get a utility allowance – CHECK THE LEASE!
- Enter allowance(s) for only utilities the tenant is responsible for paying into the Rent Calculation Tool Or the YHDP Rent Calculation Tool

Note the Differences

CoC funded RRH

ESG funded RRH

What types of utility allowances are allowable?

Utility Type	Allowed in CoC Program?	Allowed in ESG Program?
Gas/Oil	Yes	Yes
Electric	Yes	Yes
Water/Sewer	Yes	Yes
Trash Removal	Yes	No
Phone	No	No
Internet	No	No

What is a utility reimbursement?

If the sum of all applicable utility allowances exceeds the participant's required contribution, the Fiduciary Agency will make a **utility reimbursement** payment to:

- Utility company (preferred for CoC, required for ESG) or
- Participant (not allowable for ESG)

What’s the difference between a Utility Allowance & a Utility Reimbursement?

Utility Allowance

- Utility Allowance amounts are specified on the DOH utility allowance schedule.
- Utility Allowance amounts are entered by the RRH Provider on the Rent Calculation Tool.
- Tenant portion is applied first to the utility allowance, any remaining tenant portion is applied to the rent.
- EXAMPLE: Tenant portion is $300 & Utility Allowance is $100. Tenant pays $200 to landlord for rent.

Utility Reimbursement

- The amount of utility allowances that is greater than the tenant portion as shown on the rent/utility calculation worksheet is the Utility Reimbursement.
- The Utility Reimbursement is the amount that the Fiduciary Agency will pay to the utility company (or CoC participant).
- EXAMPLE: Utility Allowances are $150 & Tenant Portion is $100 – Fiduciary Agency will pay $50 Utility Reimbursement

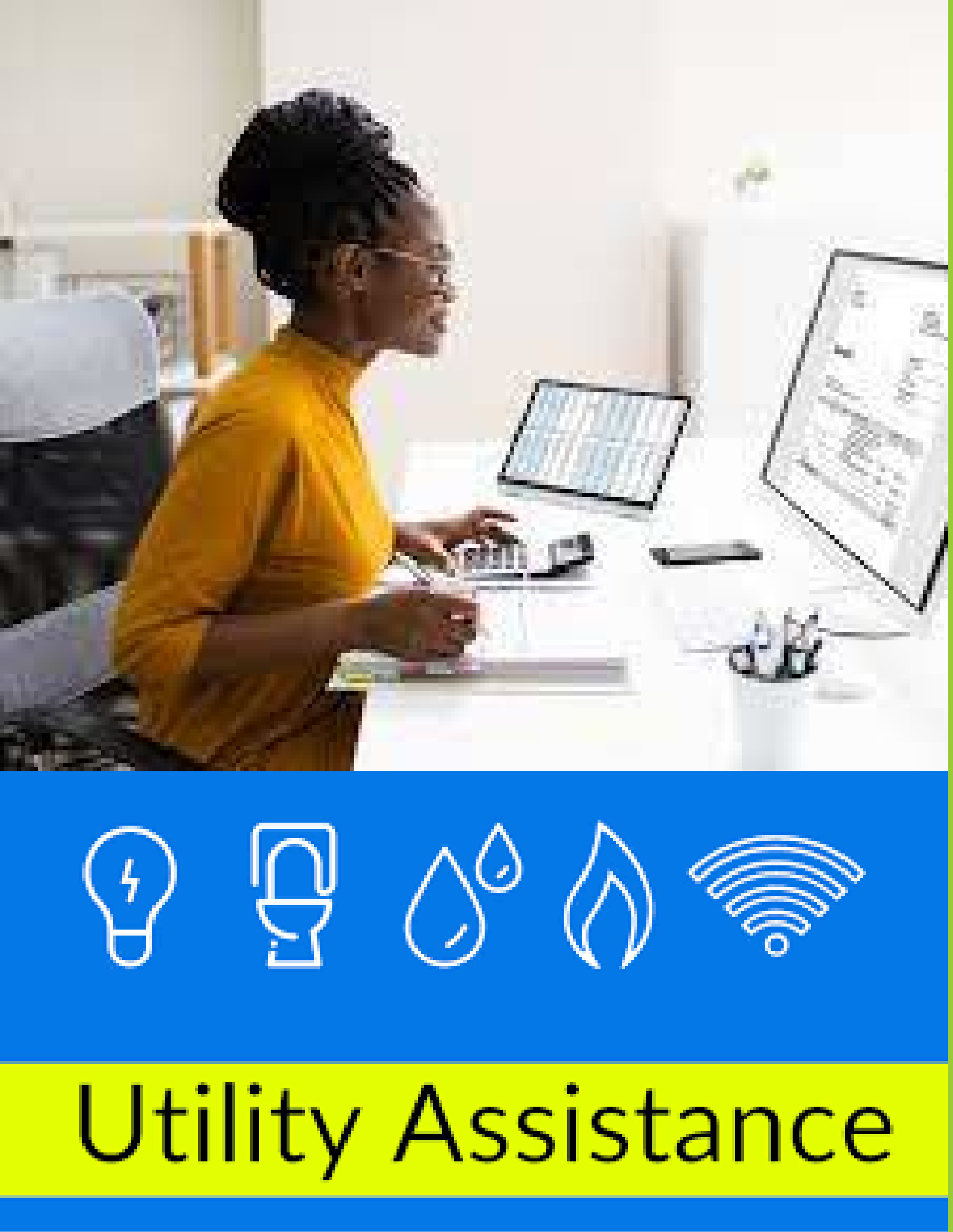
Who receives the Utility Reimbursement payment?

CoC Program	ESG Program
<u>PREFERRED:</u> Payment to Utility Company - Requires: • Documented permission from client (see Form #13) • Utility account info to enable payment	**<u>REQUIRED:</u> Payment to Utility Company** - Requires: • Documentation of an account in name of participant or household member or proof of responsibility to make utility payments
Program Participant – Requires • W-9 with participant Social Security Number *(Income reported to IRS & may affect benefit eligibility)*	Payment directly to program participant not allowed.

What do I do if a CoC Participant declines permission to pay a Utility Reimbursement to the utility company?

- Provide education on the impact of reportable income – examples:
  - Requires submission of a W-9 for the participant to ACT
  - Participant will receive a 1099 - reported to the government as income for tax purposes
  - May impact participant eligibility for/amount of benefits (e.g., SNAP, Medicaid)

Review – Zoom Poll



Examples

Note: These examples use the most common RRH rent payment standards, not the YHDP rent payment standards.

Example – Ms. Ramos – month 2

Ms. Ramos' lease indicates that she is responsible for paying heat and electric. Ms. Ramos' monthly net income is $100.

- Rent per month = $1000
- The utility allowances per month are: electric $50 and heat $50 (total: $100 per month).
- Ms. Ramos' share in month 2 is $100*.3=$30
  - Ms. Ramos pays $30 to the utility company. Remaining $70 of utility allowance is paid by RRH financial assistance
  - Ms. Ramos pays $0 to the landlord

Total month 2 RRH financial assistance payment = $1070

- $1000 in RRH funds is paid to the landlord for rent
- Ms. Ramos provides written permission & $70 in RRH funds is paid to utility company

Any remaining amount owed to utility companies is paid by Ms. Ramos

Example: Mr. Lynch – month 2

Mr. Lynch's lease indicates that he is responsible for paying heat and electric.. Mr. Lynch's monthly net income is $1000.

- Rent per month = $1000
- The utility allowances per month are: electric $50 and heat $50 (total: $100 per month).
- Mr. Lynch's share in month 2 is $1000*.3=$300
  - Mr. Lynch pays $100 to the utility company, which covers the entire utility allowance.
  - Mr. Lynch pays $200 to the landlord ($300-$100 = $200).

Total month 2 RRH financial assistance payment = $800 ($1000 - $200 = $800)

- $800 in RRH funds is paid to the landlord.
- $0 in RRH funds is paid to utility company.

Any remaining amount owed to utility companies is paid by Mr. Lynch.

Example – Mrs. Hasan discontinuation of financial assistance

Financial assistance ends when 60% of net income is equal to or greater than gross rent; gross rent = rent + utility allowance.

Mrs. Hasan’s lease indicates that she is responsible for paying heat and electric. Rent for her unit is $1000 per month. Ms.Hasan’s monthly net income is $2000.

- 60% of net income = $1200 (.6*2000=1200)
- The utility allowances per month are: electric $50 and heat $50 (total: $100 per month).
- Gross rent = $1100 (rent + utility allowance)
- $1200 is greater than $1100 – RRH FINANCIAL ASSISTANCE ENDS

Steps to Determine Utility Reimbursements

Steps to Determine Utility Reimbursements (1)

1. Use the current DOH utility allowance schedule.
2. Enter allowance(s) for only utilities the tenant is responsible for paying into the Rent/Utility Payments Calculation Worksheet or YHDP RRH Rental Utility Calculation Tool.
3. Verify that utility allowances applied match utilities for which tenant is responsible as specified in lease.
4. If the tenant portion is less than the total allowance, request tenant to authorize payment of the utility reimbursement to the utility company (see Form #13)
5. Follow ACT RRH payment procedures.

Do all RRH participants who get a utility allowance also get a utility reimbursement?

Participants only get a Utility Reimbursement if the total amount they are entitled to for all applicable Utility Allowances EXCEEDS the amount they are required to pay (i.e., “tenant portion”).

Notification of Rent/Utility Obligation

Housing Provider is responsible for helping participant to understand the rent/utility allowance calculation.

Upon initial calculation provide: Financial assistance letter to landlord (Form 17b).

Whenever rent is calculated must provide: Financial Assistance Letter to Participant (Form 17 or 17a for YHDP).

Review (2)
Zoom Poll

ADVANCING TOGETHER

ACT Procedures

Rapid-Rehousing COC/ESG Utility Subsidy Submission Training for ESG and COC projects

(AKA How to get your application approved on the first try!)

ADVANCING CONNECTICUT TOGETHER (ACT)
COMMUNITY RESOURCES DEPARTMENT

MEET THE TEAM

Brennden Maria Abreka Melanie

What is the eligibility for utility allowance payments?

- The client must be enrolled in Rapid Rehousing CoC or ESG project
- Utility subsidy must be deemed necessary for housing stability
- The tenant(s) must be responsible for paying utilities as a condition of their leasing agreement

Utility Allowance Payments for COC Projects
(CT BOS & ODFC)

For clients with a rental portion where the rental portion paid by RRH exceeds the amount of the utility subsidy

- Regular initial/ongoing application procedures apply

- The amount of utility subsidy must match the amount on the rental calculation sheet

- The amount of the subsidy will be deducted from the client's rental portion. The client is expected to use the deduction to pay the utility expense per the agreement with the utility company for service.

Utility Allowance Payments for COC Projects
(CT BOS & ODFC)

For clients without a rental portion or where the utility subsidy exceeds the amount of rent there are two options available:

1. Direct Payment to the Utility Company *(preferred)*

2. Payments to Tenants *(uncommon)*

Utility Allowance Payments for COC Projects
(CT BOS & ODFC) – Option 1

1. Direct Payment to the Utility Company ***(preferred)***

- Tenant must authorize ACT to make payment to the utility company in writing
- Requires copy of utility bill. If a utility bill is not available, a print out from the utility company detailing the account holder, utility service address, and account number are acceptable.
- W-9 is required for utility companies that are LLC's (most often oil or propane)
- Payments are reported to the IRS
- The company receiving payment will be issued a 1099 in accordance with tax rules

Utility Allowance Payments for COC Projects
(CT BOS & ODFC) Option 2

2. Payments to Tenants *(uncommon)*
   - Requires client to provide a W-9 in their name with social security
   - Payments will be reported to the IRS and counted as client income (this may affect client eligibility for entitlement programs such as SNAP and Medicaid)
   - Client will be issued a 1099 for tax purposes

Utility Allowance Payments for ESG Projects

For clients with a rental portion: Subsidy payments will be deducted from the tenant's rental portion based on calculations on the rental calculation sheet.

- Regular initial/ongoing application procedures apply
- The client is expected to use the deduction to pay the utility expense per the agreement with the utility company for service.

Utility Allowance Payments for ESG Projects II

ESG does not allow for direct payments to tenants.

Subsidy payments will be made directly to utility/energy company provided the following:

- Tenant must authorize ACT to make payment to the utility company in writing
- Requires copy of utility bill in the tenant's name or the name of someone in the household. If a utility bill is not available, a print out from the utility company detailing the account holder, utility service address, and account number are acceptable. Other forms of proof of responsibility to make utility payments may be considered on a case by case basis.
- W-9 is required for utility companies that are LLC's (most often oil or propane)
  - Payments are reported to the IRS
  - The company receiving payment will be issued a 1099 in accordance with tax rules

Submitting Utility Allowance Payment Requests to ACT*

*ALL REGULAR PAYMENT PROCEDURES APPLY

BEFORE SUBMITTING A TICKET TO ACT:

1. Ensure that all HUD Required RRH & Utility Subsidy Documents are uploaded into the client file in HMIS
2. Create a Financial Service Request (FSR) in HMIS
   - (Nutmeg Instructions for FSR Here)
3. Supervisor review and approves Funds Request
4. Submit Ticket to ACT via email (one email per request per client)

Rapid Re-Housing Fund Request Checklist

To request rental assistance payment:
1) Complete Financial Service Request in HMIS
2) Use the attached checklist to upload Supporting Documents to HMIS
3) Email community_assistance@act-ct.org to submit ticket. Do not send documents via email

☐ **Initial Request** ☐ **Monthly Request** ____________ (Month / Year) ☐ **3 Month Recertification**
☐ **Annual Recertification** ☐ **Rapid Exit**

Agency Submitting Request______________________________

Funding Source ☐ CoC ☐ YHDP ☐ ESG ☐ CSSD ☐ Comm. College ☐ ESG-CV

Household Composition

HMIS ID (HoH Only)	Name	Relationship to Head of Household	Sex	DOB

Confirmation:

☐ Landlord contact information and address as listed in HMIS Financial Service Request is correct.

☐ HMIS Financial Service Request in HMIS is complete and accurate (funding amounts match rental/utility calculation tool).

By signing this form, Case Manager and Supervisor certify that there is no conflict of interest between agency, client, and landlord/rental agency. In addition, Supervisor has reviewed and approved requested amounts in HMIS.

Name of Case Manager: ______________________ Agency: ______________________

Phone: ________________ Email: ______________________________

Signature of CT-RR Case Manager *Date*

Signature of Supervisor (or authorized individual) *Date*

Rev. 5/2022

Rapid Re-Housing Fund Request Checklist

Funding Source - ☐ **CoC** ☐ **YHDP**

☐ Rental Assistance **Amount Requested**: $__________

☐ Rental Assistance is expected to be on-going

☐ Security Deposit Assistance (2 months max) **Amount Requested**: $__________

☐ Property damage payment **Amount Requested**: $__________

☐ Utility Assistance **Amount Requested**: $__________

Funding Source - ☐ **ESG** ☐ **ESG-CV** ☐ **CSSD** ☐ **Comm. College**

☐ Rental Assistance **Amount Requested**: $__________

☐ Rental Assistance is expected to be on-going

☐ Rental Arrears (one time up to 6 months, including late fees) **Amount Requested**: $__________

☐ Security Deposit Assistance (2 months max) **Amount Requested**: $__________

☐ Rental Application Fees **Amount Requested**: $__________
___ Lease indicating rental application fees ***OR*** letter from landlord documenting rental application fees

☐ Moving Cost Assistance *(3 months max storage)* **Amount Requested**: $__________
___Truck rental quote/bill, ***AND/OR*** ___ Storage fee quote/bill, ***AND/OR*** ____ Moving co. quote/bill
☐ W9 Form ☐ HMIS Release of Information

☐ Utility Assistance/Arrearage *(most recent six months arrearage and/or up to 12 months of payments-please indicate below)*
☐ 6 month arrearage ☐ 12 month payment
Amount Requested: $__________
___ Household member name on account or other proof of responsibility

☐ **(CSSD & Comm College Only)** Other expense as approved by DOH **Amount Requested**: $__________
Description of Expense ______________________________

Rev. 5/2022

Rapid Re-Housing Fund Request Checklist

Attach and upload to HMIS the following forms to the completed housing fund request form.

☐ **Initial Housing Request**		☐ **Monthly Rental Assistance Request**	☐ **Re-Certification (Completed within 90 days of Move-in date & every 90 days thereafter)**
☐ (19) – Fund Request Form	☐ Income Verification* or (15) Zero Income Affidavit	☐ (19) – Fund Request Form	☐ (19) – Fund Request Form
☐ (0) - HMIS Release of Information	☐ Utility Company Account Information (if applicable) and (13) – Utility Payment Permission (CoC/YHDP only)	☐ (25A / 25B) Rental/Utility Calculation Tool	☐ (20) - Recertification form
☐ (1A) - Documentation of Homelessness	☐ (25) –Rental/Utility Calculation Tool**	☐ Income Verification* or (15) Zero Income Affidavit (only required if over $40 decrease)	☐ (7) - Housing Stabilization Plan or equivalent
☐ Date of Birth Documentation (all household members age 18+ on the subsidized lease (YHDP Only)	☐ Proof of Property Ownership	☐ Property Damage Documentation (if applicable)	☐ Income Verification* or (15) Zero Income Affidavit
☐ (6) - Participant Docs Received Checklist	☐ Lease		☐ Utility Company Account Information (if applicable) and (13) – Utility Payment Permission (CoC/YHDP only)
☐ (7) - Housing Stabilization Plan or equivalent	☐ (16) Rental Assistance Agreement**		☐ (25) – Rental/Utility Calculation Tool
☐ (8) - Rent Reasonableness Form	☐ (16A) - VAWA Lease Addendum		☐ (21) - Exception Form (required if beyond 12 months rental assistance)
☐ (9) -HQS Inspection	☐ (18) - Property Owner W-9 Form		☐ Property Damage Documentation (if applicable)
☐ (11) - Lead Disclosure Form			☐ If approved to renew at annual, also need: (9) – HQS Inspection Lease (16A) VAWA Lease Addendum (8) Rent Reasonableness Form (16) Rental assistance Agreement (if there are changes)
Is the RRH Property Located in a Coastal Community? ☐ Yes ☐ No If "Yes," for tenants living in Coastal Barrier Communities, attach the CBRS Map Unit is located in a CBRS Zone: ☐ No ☐ Yes - Rental assistance cannot be approved for locations in CBRS Zones.			

*See (14) – Accepted Forms of Income Verification.
** Doesn't apply to Rapid Exit

CT Coastal Communities

Branford	East Lyme	Groton Long Point Assoc.	New Haven	Old Lyme	Stratford	Westbrook
Bridgeport	Fenwick	Madison	New London	Old Saybrook	Waterford	Westport
Clinton	Groton	Milford	Norwalk	Stonington	West Haven	

Rev. 5/2022

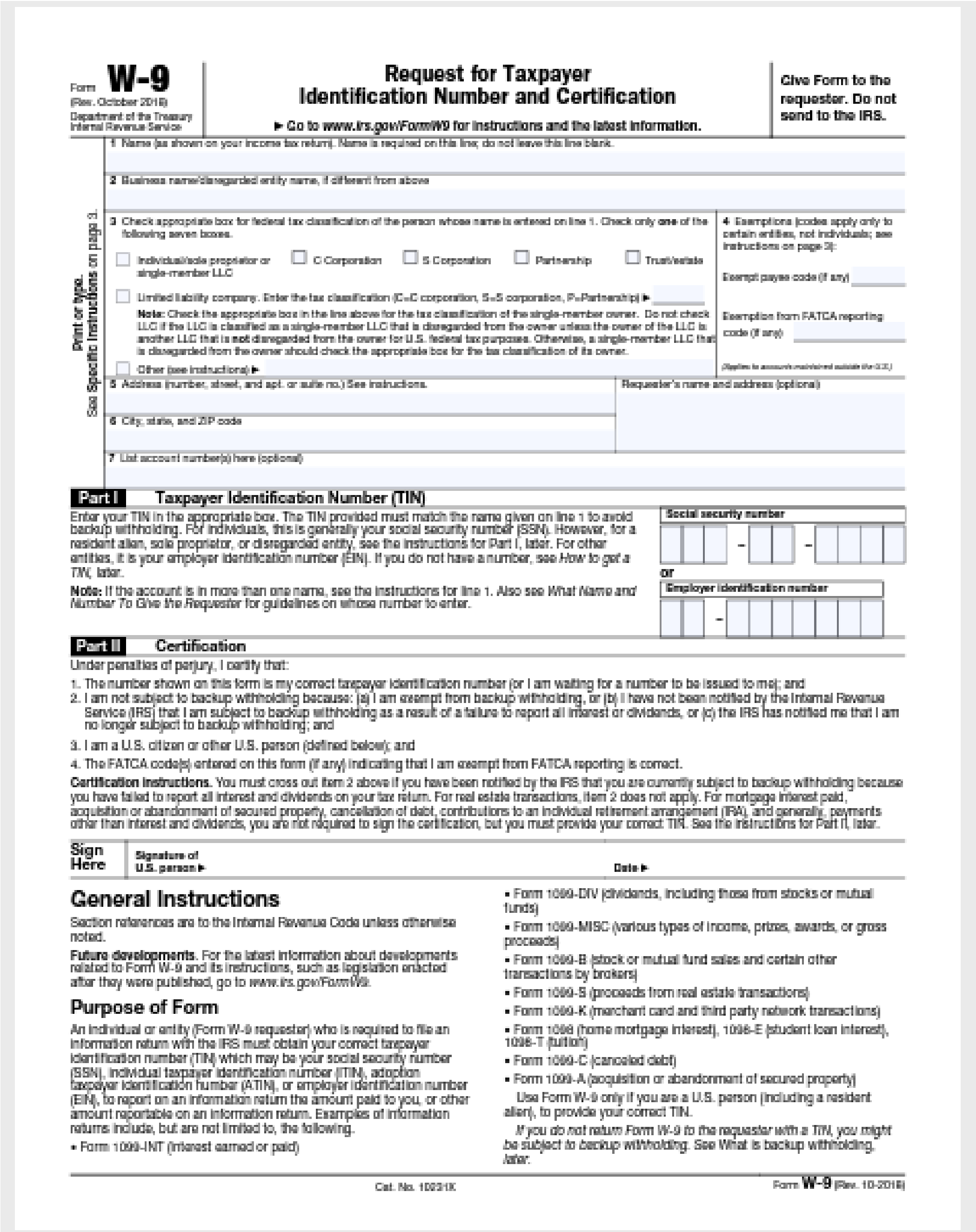
DOH RRH Check-list

Required cover sheet for all ongoing and initial submissions

Must be signed by a supervisor who has reviewed the application

CT W-9

- **Name/Business name listed on W-9, needs to match the name/business name on the FSR (Financial Service Request)**
- **You cannot list both an individual's SSN (Social Security Number) and a businesses EIN (Entity Identification Number) when submitting for a rental payment. It has to be one or the other.**
- **When there is a change in property ownership, a new W-9 will need to be submitted with the new property owners info attached.**



Form **W-9** (Rev. October 2018) Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

Requester's name and address (optional)

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Cat. No. 10231X Form **W-9** (Rev. 10-2018)

Submitting an FSR

- The account name and the provider should match
- The references section under payment should be completely filled out

3/31/22, 11:48 AM CCEH - 8.0

View Service Request Form (ID 1000001388)

First Name: [redacted] Last Name: [redacted]

Requesting Service From

Enrollment: ✓ DOH-ODFC RRH Bonus 2017(SSO)(CT0301)-DOH - ODFC RRH Bonus 2017 - (RRH)(CT0301) 09/24/2021

Client ID: [redacted]

Status: ✓ Accepted/Approved

Account Name: DOH - ODFC RRH Bonus 2017 - (RRH)(CT0301)

Service: ✓ Rental Assistance

Provider: DOH - ODFC RRH Bonus 2017 - (RRH)(SSO)(CT0301)

*These must match!

Additional Service:

Refer to Person:

Referral Date: 02/22/2022

Payment To

Referring to: Pretish Chacko Kuruvila

Address: 3518 Diamond Creek Dr. Address 2:

Zip Code: 77459 City: MISSOURI CITY State: TX

Request Information

Reference: On-Going, March 2022 Reference Date: 02/22/2022 Due Date: 03/10/2022

Quantity: 1675.00 Unit Rate: 1 Requested Amount: 1675.00

Authorized By: efinney

Pledge Information

HOW TO SUBMIT A UTILITY ALLOWANCE REQUEST TO ACT

Ticketing System

- Email address: **community_assistance@act-ct.org**
- For subsidies where the utility allowance is deducted from the rental portion, follow normal RRH ticketing guidelines.
  - Subject line: **HMIS ID + Initial/Ongoing/Sec. Deposit + Month of Assistance**
- FOR DIRECT PAYMENTS ONLY:
  - Subject Line: **HMIS ID + Utility Subsidy + Month of Assistance**
  - Applications with incorrect subject lines will be rejected

Please remember only ONE Request per client per ticket per household

(Initial and Sec should be submitted together as it is considered ONE application)

Feel free to include anything you think would help us process the application in the body of the email!

You will receive a confirmation email that we have received your application. If you do not receive this email within a 24 hours, please contact funds@act-ct.org

Submitting Applications

If approved (no errors)

- When your submission has been reviewed and approved, you will receive another update that your submission has been forwarded to our finance department

If pending (errors/missing information)

- If your submission is pending, for whatever reason, you will receive an email that your submission is pending with detailed information requesting further information to complete the application

- You will receive an email every 48 hours until the information has been received

Rejected Applications

Incorrectly submitted applications (no client ID/month/type of application) will be rejected and can be resubmitted

Final Steps/Payments

If pending (errors/missing information)

- If there is a problem with the application: for example, TIN mismatch, FSR mismatch with W9, etc. you will receive an email with detailed information and your ticket will be placed in pending status
- You will receive an email every 48 hours until the information has been received
- When the issue is resolved, please respond to the pending ticket email. We will not know you fixed things without you telling us. HMIS does not alert ACT when changes have been made to particular client files.
- When information is received, finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed
- ACT Staff will upload checks to HMIS & Release FSR for payments made

Final Steps/Payments

If approved (no errors)

- Finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed

- ACT Staff will upload checks to HMIS & a team member will release the FSR in HMIS. Once the FSR is released this status will be updated in HMIS. This is the last step in the rental request process.

COMMUNICATION IS KEY!!!

Please include any changes that have recently occurred within the client housing situation including new utility company, etc in the body of the email so that the team is aware of what is going on and is aware of what documents to retrieve in HMIS.

If there are any questions regarding a request after the ticket has been sent to finance, please email funds@act-ct.org not community resource (ticketing system). Community resource email is only for the submission of new requests.

DOH FORMS

- https://www.ctbos.org/resources/
  - Scroll down to the bottom of the page, you will find the Rapid Rehousing Section for your review

Questions
???

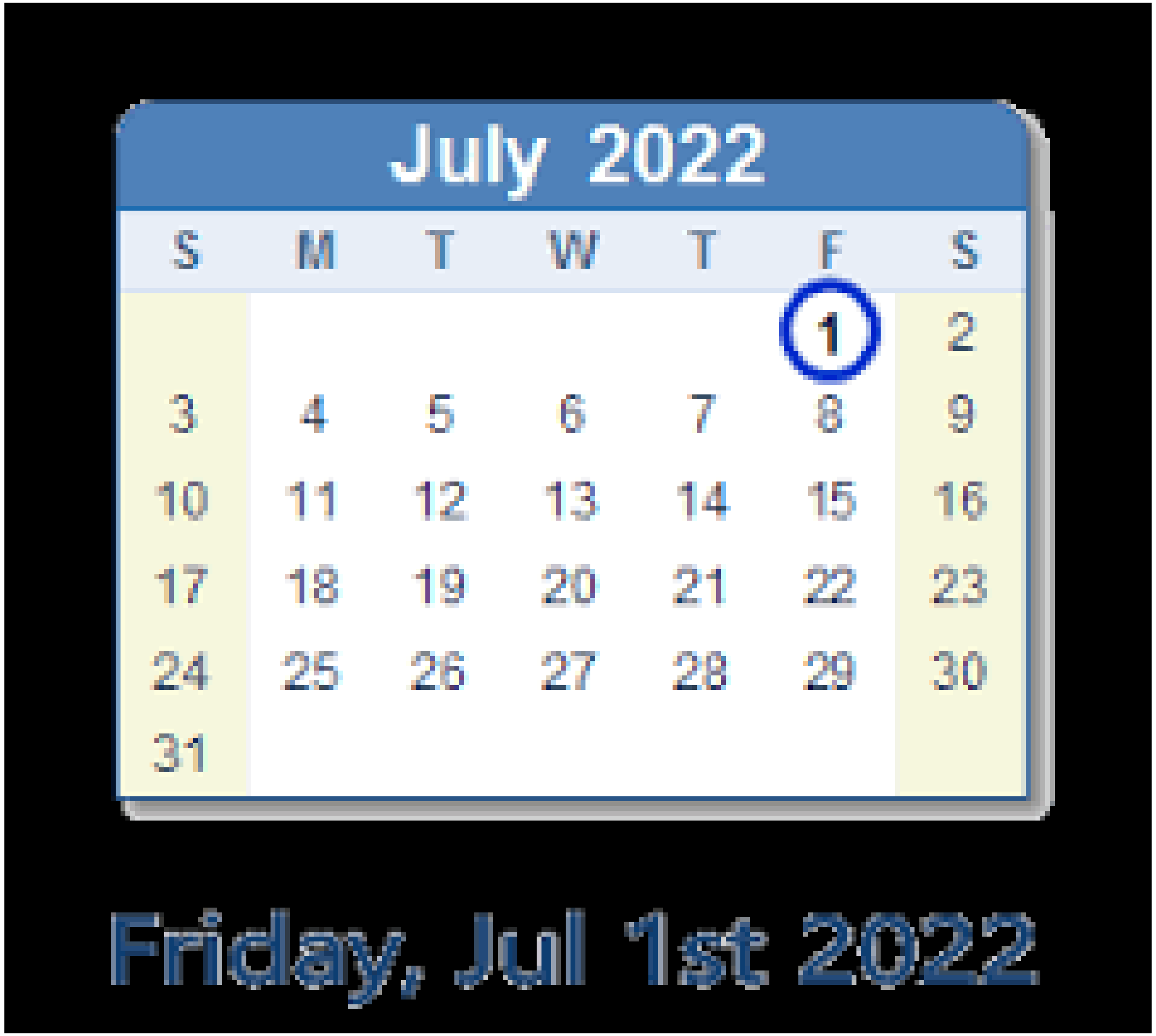
Support

If for any reason you need help or support feel free to contact a member of our team:

Phone: 860-247-2437

Email: funds@act-ct.org

Website: RRH Website



When should we begin to use the new rent calculation tool?

What items from today's training will you follow up on?

PUT IN CHAT OR UNMUTE TO SHARE

Additional Resources

DOH Operations Guide Webinar

Slides:

[DOH RRH Ops Guide Webinar 2022.03.30 – PDF]

Recording:

https://youtu.be/ohjoYQPs_7E

Federal Requirements

- CoC Program Interim Rule
- ESG Program Interim Rule
- Uniform Administrative Requirements, Cost Principles, & Audit Requirements for Federal Awards
- HUD CoC Program Notices
- HUD CoC Program NOFA
- HUD CoC FAQs
- YHDP HUD Resources for Youth Service Providers

Local Requirements

- RRH Operations Guide
  - RRH Forms
- CT BOS Policies
- CT CAN Policies
- CT BOS YHDP Requirements
- ODFC Requirements

Resources for Fiscal Staff

Fiscal Components' Overview for CoC Grants-PPT

Indirect Cost Training

- Recording: https://youtu.be/YwjZYf7vMyc

Other Resources

- CT BOS Monitoring Links to Helpful resources

Be sure staff:

- Sign up to receive CT BOS emails -be sure to select “HUD Grantees” and “YHDP” if applicable

Final Questions?

Contact Info

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