



# Connecticut Balance of State Continuum of Care

Ending Homelessness in Connecticut | Email: [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) | Website: [www.ctbos.org](http://www.ctbos.org)

## Continuum of Care (CoC) Program Participant Chart Documentation Requirements by Project Type

Updated October 5, 2023

### INSTRUCTIONS:

- The table below indicates with “X” which documents should be in CoC Program Participants’ charts for each of these project types:
  - Permanent Supportive Housing (PSH),
  - Rapid Rehousing (RRH): includes DV Bonus, YHDP RRH and YHDP Diversion/Rapid Exit (DivRE)
  - Transitional Housing (TH): includes YHDP Crisis Housing
  - YHDP Youth Navigation (YHDP Youth Nav)
  - Street Outreach
  - Note: Joint TH/RRH projects should use the TH and RRH columns; chart requirements depend on which component (i.e., TH or RRH) the participant is enrolled in*
- All documents must be retained for a minimum of 5 years. Participant eligibility documentation must be maintained for 5 years after the end date of the last grant operating year during which a participant was served.
- Links to required forms, sample forms and other guidance, start on page 8.
- DMHAS projects should also see: [DMHAS required docs checklist](#); RRH projects should also see: [RRH File Checklist](#)

Document Type	PSH	RRH (includes DV Bonus & YHDP RRH/DivRE)	TH (includes YHDP Crisis Housing)	YHDP Youth Nav	Street Outreach
<b>Documentation of Participant Eligibility – see page 9 for additional details</b>					
Documentation of <b>Chronic Homelessness and/or DedicatedPLUS</b> Must document chronic homelessness at project entry (i.e., the date on which the applicant accepts an available spot in the project – project entry may precede the date housed)	X				



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Documentation of <b>Homelessness</b> - Must document homelessness at project entry (i.e., the date on which the applicant accepts an available spot in the project – project entry may precede the date housed)	X	X	X	X	X
Documentation of <b>Disability</b>	X Must also include documentation of DMHAS eligibility <sup>1</sup> if applicable				
Documentation of <b>Age</b> - at least one member of the household must be 18 or older; no member of the household can be older than 24 at project entry <sup>2</sup> .		X YHDP RRH & DivRE Only	X YHDP Crisis Housing Only	X	
Documentation of <b>Income Eligibility</b>		X Gross annual income below 50% AMI at the time of annual review	X Gross annual income below 30% AMI at project entry; Does not apply to YHDP Crisis Housing		

<sup>1</sup> Most DMHAS projects require: serious mental illness, chronic problems with alcohol &/or drugs, or AIDS and/or related diseases. DMHAS SNOFO PSH projects use the HUD definition of disability with no additional restrictions imposed by DMHAS.

<sup>2</sup> For shared housing with portions of a unit separated into multiple leases, the age requirement does not apply to people living in portions of the unit not supported by YHDP funds.



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<b>Rent/Occupancy Charge Calculation Documentation</b>					
Documentation of all <b>income</b> for all household members updated at least annually and upon change in income	X	X Does not apply to YHDP DivRE	X Does not apply to YHDP Crisis Housing		
Certification of <b>no income</b> - each adult household member reporting no income must complete a certification.	X	X Does not apply to YHDP DivRE	X Does not apply to YHDP Crisis Housing		
Documentation of <b>rent/occupancy fee calculation</b> - updated at least annually and upon change in income	X	X Does not apply to YHDP DivRE	X Does not apply to YHDP Crisis Housing		
<b>Participant Notification of rent obligation</b> , subsidy amount, requirement to report changes	x	X (copied to landlord)	x		
Participant notice regarding upcoming <b>recertification</b>	X Required for DMHAS projects Recommended for all				
<b>Housing-related Documentation</b>					
<b>Leases or Occupancy Agreements</b>	X	X	X		
<b>VAWA Lease/Occupancy Agreement Addendum</b>	X	X	X		



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Annual <b>Housing Quality Standard (HQS)</b> Inspections – applies to units supported with CoC Leasing or Rental Assistance	X	X	X		
<b>Health and Safety Checklist</b> - annually approximately 6 months following the HQS inspection.	X Required for DMHAS projects Recommended for all				
<b>Housing Assistance Payment (HAP)</b> Contracts	X Required for DMHAS projects Recommended for all				
<b>Rental Assistance Certificate</b>	X DMHAS projects only				
<b>Request for Lease Approval (RFA)</b>	X DMHAS projects only				
Documentation of receipt of <b>Lead Hazzard Information</b> Pamphlet	X	X	X		



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<b>Supportive Services Related Documentation</b>					
<b>Assessment of Supportive Services Needs</b>	X Update every 6 months	X DOH Housing Stabilization Plan is sufficient to meet this requirement Update every 90 days	X	X	X Establish within 30 days of project entry; update every 90 days
<b>Service Plans</b>	X Establish within 60 days of project entry & update at least every 6 months	X Housing Stabilization Plans Required - Update every 90 days	X Recommended		X Establish within 30 days of project entry; update every 90 days
<b>Case notes - Evidence of Service Provision &amp; Engagement Attempts</b>	X Frequency commensurate w/participant needs and, typically, not less than every 2 weeks	X Required at least monthly; For YHDP Div/RE only required for participants who receive more than one shot assistance	X Frequency commensurate w/participant needs and, typically, not less than every 2 weeks		X Frequency commensurate w/participant needs and, typically, not less than every 2 weeks (HMIS Current Living Situation also required for each client contact)



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<b>Housing Provider Service Obligations</b> - Housing provider must track which participants are engaged with a case manager, maintain current contact information for the primary case manager, coordinate with the case manager when issues that threaten housing stability occur, identify which participants are not already engaged with a primary case manager, and make assertive attempts at least every 6 months to connect all participants not already engaged to a case manager.	X Applies to projects with no designated service provider only				
<b>Releases of Information</b> for HMIS and all collateral contacts	X	X	X	X	X
CT BOS Participant/Applicant <b>Bill of Rights</b>	X	X	X	X	X
Notice of <b>Grievance Rights</b> (“Information for CoC Project Participants About Your Right to File a Complaint”)	X	X	X	X	X
Notice of <b>Emergency Transfer Rights</b> (“Information for Residents About the CT BOS Emergency Transfer Plan”)	X	X	X	X	X



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<b>VAWA Notices:</b> Provide the Notice of Occupancy Rights to all adult applicants. Provide the Notice of Occupancy Rights & Certification form to all adults also at each of the following times:(A) When an individual or family is denied housing; (B) When a program participant is admitted to housing; (C) When a program participant receives notification of eviction; and (D) When a program participant is notified of termination of assistance.	X	X	X		
<b>Safety Planning</b> for survivors of domestic violence, dating violence, sexual assault and human trafficking & people experiencing unsheltered homelessness (PEUH)	X Recommended for survivors	X Required for survivors	X Recommended for survivors	X Recommended for survivors	X Required for PEUH Recommended for survivors
Evidence of assessing participants who have stabilized in housing for interest in and of providing assistance with <b>moving-on</b>	X				
<b>Termination of Assistance Related Documentation</b>					
<b>CAN notification</b> of at-risk participants - For participants at-risk of a return to homelessness, notify the CAN so that they may convene a case conference and determine any additional interventions that may be offered to prevent homelessness.	X	X	X	X	X



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<b>Subsidy Termination Warning</b> - Document that prior to commencing a subsidy termination, the participant was notified in writing that subsidy is in jeopardy.	X	X			
<b>Linkages</b> – Document connection to appropriate on-going services & subsidies in advance of planned discharges	X	X	X		X
<b>Assessment of Ongoing Case Management Needs</b> - Document an assessment of participants’ ongoing need and preference for ongoing case management when income is too high to qualify for a rental subsidy.	X				
<b>Termination of Assistance Notification</b> – Applies to files of participants who have been terminated/discharged from the CoC program except those who are deceased. Must notify participant of formal due process, and provide a written copy of rules, written notice of termination with clear statement of reasons for terminating, opportunity to appeal decision, and right to receive written notification of final decision. Send the notification to the last known address, if current address is unknown.	X	X For YHPD Div/RE this notification can be provided at the time of initial assistance	X		X



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<b>Security Deposit Return</b> – If using CoC funds for security deposit, document unit condition at move-in & exit, exit inspection to assess damage, & written request for deposit return	X DMHAS requires deposits to be returned to DMHAS	X Deposits to be returned to participant			
<b>Additional Documentation Requirements</b>					
<b>Application Records</b> - Retain all application records, copy of written referral acceptance letter to the applicant and CAN or copy of written notice to applicant specifying reason provider or applicant declined with appeal instructions. Document outreach to applicants who miss their intake appointment.	X	X Not applicable to YHDP Div RE	X Not applicable to YHDP Crisis Housing		
<b>Reasonable Accommodation Requests</b> – Retain all related records	X	X	X	X	X
<b>Grievances/Appeals</b> – Retain all related records	X	X	X	X	X

## Resources:

### General Resources

- [CT BOS Monitoring Links to Helpful Resources](#)
- [CT BOS Permanent Supportive Housing \(PSH\) Operations and Requirements Guide](#)



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## **Participant Eligibility Resources:**

***HUD Homelessness Eligibility Categories by Program Type – only the indicated categories are eligible for each listed program type:***

- YHDP Crisis Housing (HUD Component - TH): Categories 1 & 4
- YHDP Youth Navigator Services (HUD Component - SSO): Categories 1, 2, & 4
- YHDP Shelter Diversion & Rapid Exit Fund (HUD Component - RRH): Categories 1, 2, & 4
- YHDP RRH (HUD Component - RRH): Categories 1 (including people living in TH) & 4
- DV Bonus RRH: Category 4
- All Other RRH: Categories 1 (excluding people living in TH) & 4
- TH: Categories 1 & 4
- PSH: Category 1 & must meet Chronic Homelessness/Dedicated Plus Definition
- Street Outreach: Category 1 & 4 who are currently experiencing or have a history of unsheltered homelessness

## ***Eligibility Forms and Guidance – Non YHDP***

- [CoC Homelessness Verification Form](#)
- [Disabling Condition CT BOS CoC Form](#)
- [Sample Documentation of DedicatedPLUS Status](#)
- [Sample Letters Documenting Homelessness from Emergency Shelter & Street Outreach](#)
- [Use of Self-Certification of Eligibility](#)
- Webinar on Documenting Participant Eligibility: [Slides](#) & [Recording](#)
- Webinar on DedicatedPLUS: [Slides](#) & [Recording](#)

## ***YHDP Eligibility Forms and Guidance***

- [CT YHDP Homelessness Verification Form](#)
- [Additional CT YHDP Homeless Verification Guidance](#)
- [CT YHDP Determining Homeless Status of Youth – full guide](#)

## **CT BOS Participant Rights Notification Documents**

- [Participant Bill of Rights](#)
- [Declaracion de derechos del participante/solicitante \(Participant Bill of Rights – Spanish\)](#)



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- [Emergency Transfer Plan for DV](#)
- [Plan de Traslado de Emergencia – Info para Residentes \(ER Transfer Plan – Spanish\)](#)
- [Grievance Rights Notice](#)
- [Su Derecho a Presentar Una Queja \(Grievance Rights Notice – Spanish\)](#)
- [Notices – Participant Sign-Off Form](#)
- [Acuse de Recibo Notificaciones \(Notices – Participant Sign-Off – Spanish\)](#)

## DMHAS CoC Rental Assistance Documents

- Required documents are available on the [CT BOS Resources Page](#)
- [Required Documents Checklist](#)

## DOH CoC Rental Assistance Documents

- Required documents are available on the [CT BOS Resources Page](#)
- [CT RRH file checklist](#)

## YHDP Documents

- Required documents are available on the [CT BOS Youth Page](#)