City and County of San Francisco’s
LOCAL OPERATING SUBSIDY PROGRAM (LOSP)
Policies & Procedures Manual
July 10, 2018

Mayor’s Office of Housing and Community Development (MOHCD)
Department of Homelessness & Supportive Housing (HSH)
Office of Community Investment and Infrastructure (OCII)
 Agenda

• LOSP Background and Scope
• LOSP Manual Review
• Next Steps and Expectations
• Review of Lease Addenda Forms
• Question and Answer
Background
Origin: 10 Year Plan to Abolish Chronic Homelessness – only way to create new permanent supportive housing at a large scale

Source: General Fund
Partners: MOHCD, HSH, OCI, You!

• What is LOSP?
  • Collaboration across City Departments
  • LOSP supports the creation of new permanent supportive housing at a large scale utilizing General Fund subsidies when other operating subsidies aren’t available

• 15-year grant agreements – currently supports approximately 30 projects

• By 2016-17, LOSP grew to support around 1,500 units

• As the program has matured, the LOSP Manual was drafted to formalize and communicate the LOSP policies and procedures and outline the roles and responsibilities of each partner; Approved by the Citywide Affordable Housing Loan Committee on May 4, 2018
Does not include:
- Services are funded annually and monitored by the City under separate contract with HSH

Includes:
- Target Populations Served
- Coordinated Entry System
- Privacy
- Lease Addenda - new requirement
- Re-certifications
- Subsidy Terminations
- Transfers
LOSP subsidies are provided for diverse San Francisco populations experiencing homelessness.

PSH programs have tailored service program for these population as identified in the original NOFA or RFP:

- Adults
- Families with Minor Children
- Transition Age Youth (TAY)
- Seniors
- Veterans
- Homeless populations with severe mental illness – MHSA and No Place Like Home capital units

Specific definition of homelessness and tenant selection criteria set by underlying capital financing and HSH
Coordinated Entry System

Planning and Implementation

• All official communication comes from the Coordinated Entry team

• Replacing multiple current systems for access and referrals for populations experiencing homelessness in SF

• New Homeless Management Information System (HMIS) platform replaced by Online Navigation and Entry (ONE)

• All Housing Providers serving LOSP households expected to enter real-time data on households as required by HSH and participate in training for CES/ONE
  o includes tracking vacancies, referrals, placements and exits
Protecting the Privacy of Clients

HSH, MOHCD and OCII are committed to protecting the privacy of its clients, and the expectation is the same from Housing Providers.

• Information shared between the City and the Housing Provider must be communicated in a manner that protects individual protected health information.

  • As always, release of information/consent forms must be signed by clients with the Housing Provider.

  • HSH sends emails securely to agencies using ZixCorp or respective agency should utilize own secure method, if available

  • Sending attachments require password protection via e-mail

  • To report any breaches or ask any questions regarding privacy policies, please notify HSH’s Privacy Officer, Kaitlyn Motley at (415) 355-5312 or Kaitlyn.Motley@sfgov.org
Lease Addenda

• New tenants must sign the respective family or adult lease addendum at the time of lease-signing. Current tenants must sign the addenda within 90 days from today’s training.

• Household criteria and requirements for LOSP are defined, including reporting income and household composition changes.

• Does not address any behavioral issues that may present themselves in the course of the household’s tenancy.
The Housing Provider must obtain recertification of household income on an annual basis.

Income certifications should be prepared pursuant to low-income housing tax credit guidelines (where applicable).

- Must be maintained on file for a minimum of five (5) years.
- Housing Provider must issue proper Recertification Notices to the household with timelines of when documentation must be submitted.
- If a tenant fails to meet deadline, notify HSH Program Manager of next steps.
- Interim recertification need to be completed when a change in household composition is reported/discovered and when a significant change in household income is reported/discovered (± $200)
HSH is committed to housing retention, whether it is within the supportive housing portfolio or successfully moving on to another housing opportunity.

Subsidy terminations can only be considered when:

- Household fails to re-certify
- Household no longer meets household composition
- Program specific requirements*, at anytime.

The HSH Program Manager must be contacted when a household is at-risk of losing their subsidy due to one of the situations noted above. The HSH Program Manager will work with the Housing Provider on next steps and communication with the household.

* Please refer to the Lease Addenda for specific eligibility requirements
Housing Transfers

Households may request transfers outside of their current housing site, in the order of the following priority:

- Life Safety
- Reasonable Accommodation
- Change in Household Size

Process for Transfers for Housing Providers includes:
- Providing HSH with sufficient supporting documentation warranting the transfer
- While Property Management leads process and submits request to HSH, it is expected that PM works with Support Services on-site also
• HSH portfolio-wide Housing Transfer Policy and Form is currently in progress.

• Stakeholder feedback will be solicited prior to implementation.

• At this time, continue the process of notifying respective HSH Program Manager of transfer requests until new transfer form is implemented.
Please Take Note...

• There is a new manual!
  ▪ Link here: http://sfmohcd.org/housing-development-forms-documents
  ▪ Funding sources dictate eligibility criteria and program provisions

• There are revised lease addenda to implement within 90 days

• Transfers Form is forthcoming, stay tuned for updates from HSH

• What is the difference between LOSP and those units converted from LOSP to PBV?
  ▪ HSH is responsible for all placement and transfers within the HSH PSH portfolio.
  ▪ The Lease Addenda and Subsidy Termination aspects of LOSP do not apply to the converted PBV units.
• Renew all LOSP households lease addenda within the next 90 days (in addition to new move-ins)

• Any questions?
  • Contact your HSH program manager regarding programmatic concerns
  • Contact your MOHCD representative for LOSP underwriting, contracting and contract disbursement questions or concerns
Property Management completes the lease addendum with new and current tenants, and Services supports tenants with any questions.

- Some sites have LOSP units that have converted to PBV. Please **do not** complete this addendum with PBV units.

- Opportunities to complete the lease addendum with current tenants include during interim recertification or annual recertification.

- All individuals in the household over the age of 18, must be named and must initial/sign the addendum.

- Please direct any specific tenant questions to your HSH Program Manager.
Review of LOSP Family Lease Addendum

Key Points

- A family continues to remain in their unit and receive their LOSP subsidy even after their child(ren) reach the age of 18, as long as other criteria continues to be met.

- Current tenants who are signing the lease addendum were determined to be eligible for housing at the time of being referred to the site. Therefore, on page two of the addendum in the ‘Income’ section, Property Management should be noting the information from the initial eligibility (see next slide).
**ELIGIBILITY FOR A LOSP FAMILY UNIT**

**Homeless History:**
- Meets the HSH Homeless Definition
- Meets additional eligibility requirements for the site, if applicable

Tenant(s) Initials: ________________

**Income:**
- Total household income cannot exceed ___% of the current AMI (Area Median Income) at the time of this lease signing based on the household configuration noted below.

Tenant(s) Initials: ________________
• In some instances, earning a significant amount of income may mean that tenants will pay the full underlying restricted rent for the unit. Please note that their unit is still considered a LOSP unit, and the family must still comply with other eligibility criteria.

• Subsidy termination notices are issued by the HSH Program Managers and supporting documentation from the Housing Provider will be requested.
In cases when children are removed from the unit, the requirements of a family are explicitly written in this addendum.

- Family must cooperate with providing regular written documentation from the agency working with the family (generally CPS) on progress of reunification.

- Families have 6 months to reunify with their children.
  - There will be some situations where a family is providing sufficient proof and progress of their case and need additional time. HSH and the Housing Provider will work with the families on a case-by-case basis to provide extensions.
  - There will be some families who will not comply with the requirements. In these cases, the timeline might be shorter than 6 months, and subsidy may be terminated sooner.
Who is a qualifying household?
At least one adult on lease must meet HSH’s program eligibility requirement.
DAH Program Rule

Local Operating Subsidy Program (LOSP) – ADULT
Eligibility Requirements and Lease Addendum

- Current tenants must confer with the Housing Provider and the tenant lease before an adult is added to or removed from the unit. The Housing Provider will communicate with HSH accordingly to process the request.

  Tenant(s) Initials: ________________

- The tenant must report changes in household income to the Housing Provider within the timeline in the lease agreement. The Housing Provider will adjust the rent amount according to the lease agreement and/or regulatory agreements.

  Tenant(s) Initials: ________________

- Unit occupancy (household size) remains within the minimum and maximum number of persons required for the unit as noted in the Household Configuration section.

  Tenant(s) Initials: ________________

- The Housing Provider will recertify the household income and configuration on an annual basis. The Housing Provider may request additional recertification to verify changes in household income or configuration. Compliance with requests for recertification is a requirement for continuing to receive the LOSP subsidy.

  Tenant(s) Initials: ________________

- Tenant participation in Third Party Rent Payment Services covering all benefits and/or income. All benefits and/or income will be directed to a reputable Third Party Rent Payment Services provider and all rent will be paid directly through this service provider. (Applicable to DAH Program).

  Tenant(s) Initials: ________________
DAH Program Rules

Local Operating Subsidy Program (LOSP) – ADULT
Eligibility Requirements and Lease Addendum

- Tenant participation in maximizing income and securing all benefits for which they qualify. (Applicable to DAH Program)

  Tenant(s) Initials: ____________________

- Tenant, or a health provider on behalf of tenant, requesting prior authorization from support services if the tenant will be away from the unit for more than 30 days and continuing to request authorization every 30 days thereafter, for up to 90 days. Tenant will also maintain unit as primary residence. (Applicable to DAH Program)

  Tenant(s) Initials: ____________________

SUBSIDY REVOCATION:

- I/We understand that the LOSP is not an entitlement program but rather an eligibility-based program and that the terms and conditions above must be met at time of placement and throughout tenancy in order to qualify for the LOSP subsidy. I/We receive the subsidy based solely on meeting and maintaining the eligibility and on-going compliance requirements of the program.

  Tenant(s) Initials: ____________________

- If notified of a potential loss of the subsidy due to ineligibility or noncompliance, I/We agree to communicate with the Housing Provider and onsite services staff by responding to all notifications and requests for additional information within the timelines issued by the Housing Provider.

  Tenant(s) Initials: ____________________

- I/We understand that if the subsidy is terminated, I/We will be responsible for paying the current full underlying restricted rent and that failure to do so may lead to eviction.

  Tenant(s) Initials: ____________________
All adults on housing provider’s lease are required to sign lease addendum.