# Section 1 – Overview

DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

The Department of Homelessness and Supportive Housing has created a Universal Housing Application ("the application") to be completed for all Clients within San Francisco's Homeless Response System who are seeking housing. The application is contained within this document, the **Housing Navigation Process Standards**, which is organized into four sections, as follow:

- ❖ **Section 1 - Overview** includes:
  - An overview of the housing navigation process
  - Guidance on:
    - ○ Which forms to complete for each Client
    - ○ Timing for completing the forms
- ❖ **Section 2 – Instructions** includes detailed instructions for the application and forms.
- ❖ **Section 3 – Application** includes the application, itself, and two (optional) attachments.
- ❖ **Section 4 - Forms** includes forms A – H. These are various forms for verifying or declaring information on history of homelessness, income and assets, disability, etc. to meet the requirements of the various subsidy programs.

For permanent supportive housing referrals, the subsidy programs include:

| | |
|---|---|
| 1 | Continuum of Care |
| 2 | General Fund/LOSP (includes former NCNC) |
| 3 | HUD 202/Section 8 PBV |
| 4 | MHSA-FSP |
| 5 | HSH Fund (formerly Care Not Cash) |
| 6 | LIHTC - CTCAC |

> **Note:** subsidy programs 1 – 5 subsidize the permanent supportive housing unit. Subsidy program 6 (LIHTC – CTCAC) is a state tax credit program that typically subsidizes the building. As a result, any housing unit may have two subsidy program requirements attached: 1 – 5 **and** 6.

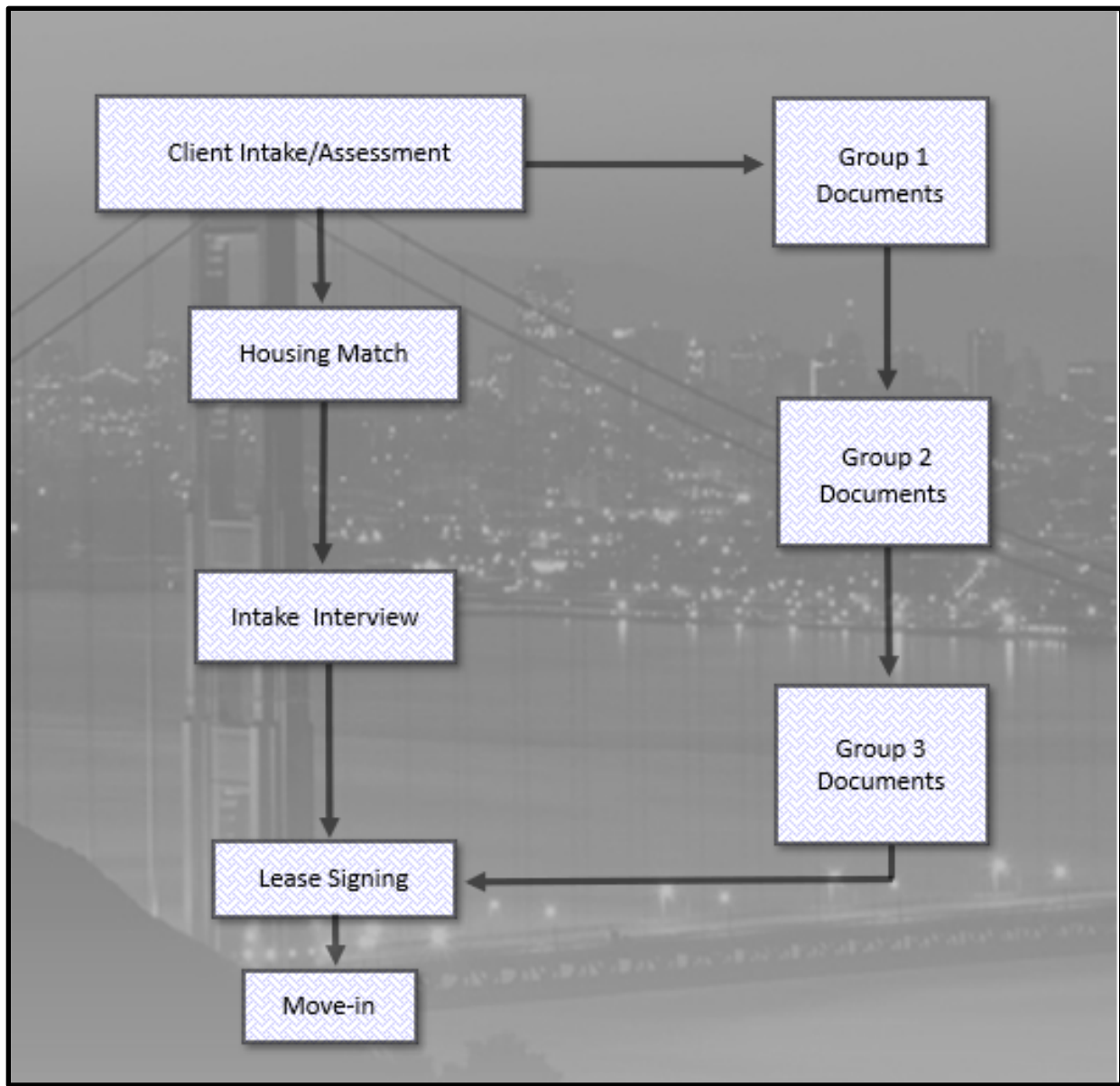## Overview of the Housing Navigation Process

As shown in **Figure 1: Housing Navigation Process Overview**, the housing navigation process consists of five (5) overarching steps:

- ❖ Client Intake/Assessment
- ❖ Housing Match
- ❖ Intake Interview
- ❖ Lease Signing
- ❖ Move-in

Given that the required documentation for each Client and housing match is determined by the subsidy source(s) attached to the housing unit, the documents should typically be collected at three different times during the housing navigation process, as follow:

- ❖ **Group 1 documents:** these documents are required for all Clients regardless of the housing unit's subsidy source(s), gather information that overlaps with questions posed during the intake/assessment process and include critical documentation that is required for determining the Client's eligibility for HRS services and a housing match, as shown in **Table 1: Required Forms by Subsidy Source** and **Figure 2: Group 1 Documents**. Group 1 documents should be completed for all Clients as part of intake/assessment.

- ❖ **Group 2 documents:** these documents are required based on the subsidy source(s) for the housing unit, as shown in Table 1 and **Figure 3: Group 2 Documents**. Group 2 documents should be completed for all Clients after a housing match is made and prior to the intake interview, where possible.  Staff should identify the applicable Group 2 documents based on Table 1 and in consultation with the housing provider.

- ❖ **Group 3 documents:** these documents are not required for all housing unit matches. Group 3 documents are provider-specific and/or subsidy-specific (i.e. state or federal) forms that are not part of the UHA packet and will typically include: income/asset certification forms, and/or third-party verification forms, etc. Required Group 3 documents should be identified in consultation with the housing provider either at or prior to the intake interview and will typically need to be completed prior to move-in.

> **Note:** verification and documentation procedures are important for recordkeeping purposes and ensuring that Clients/households are eligible for assistance. However, documentation should never be a barrier to an eligible Client/household being enrolled in a program or moved into housing.

**Figure 1:** Housing Navigation Process - Overview

**Table 1:** Required Forms by Subsidy Source

| | | 1 Continuum of Care | 2 General Fund/LOSP | 3 HUD 202/ Section 8 PBV | 4 MHSA-FSP | 5 HSH Fund (formerly CNC) | 6 LIHTC - TCAC |
|---|---|---|---|---|---|---|---|
| Group 1 | Universal Housing Application (UHA) | ★ | ★ | ★ | ★ | ★ | |
| | Form A: HRS Authorization for Use or Disclosure of Information | ★ | ★ | ★ | ★ | ★ | |
| | Form B: Certification of Homeless Status | ★ | ★ | ★ | ★ | ★ | |
| Groups 1 & 2 | Form C: History of Homelessness and Housing | ★ | ★ | ★ | ★ | ★ | ★ |
| Groups 1 & 3 | Form D: Income Certification | ★ | ★ | ★ | ★ | ★ | ♦ |
| | Form E: Asset Certification | ★ | ★ | ★ | ★ | ★ | ♦ |
| Group 2 | Form F: Declaration of Citizenship or Immigration Status | ★ | | ♦ | | | |
| | Form G: Verification of Disability Form | ★ | ○ | ○ | ♦ | | |
| | Form H: Third Party Rent Payment/Modified Payment Agreement | | ○ | ○ | ○ | | |
| Group 3 | Consult with PSH Provider | ☎ | ☎ | ☎ | ☎ | | ☎ |

| Symbols | |
|---|---|
| ★ | Required |
| ○ | Required – where applicable (see instructions) |
| ♦ | Required – non-HSH form (consult with PSH provider) |
| ☎ | Consult with PSH provider |
| | Not Required |

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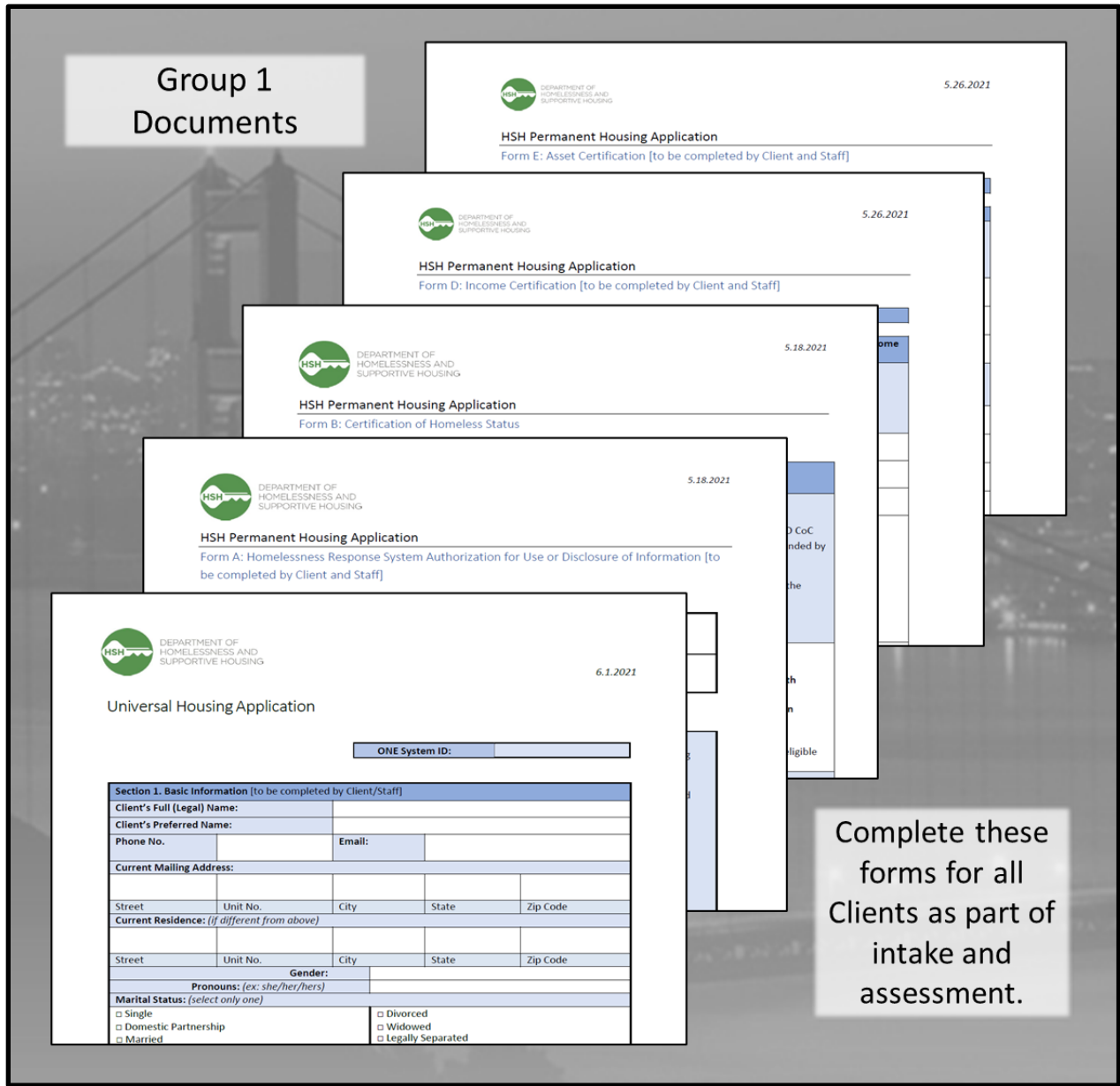
**Figure 2:** Group 1 Documents

| | |
|---|---|
| ☑ | Universal Housing Application (UHA) |
| ☑ | Form A: HRS Authorization for Use or Disclosure of Information |
| ☑ | Form B: Certification of Homeless Status |
| ☑ | Form C: History of Homelessness and Housing |
| ☑ | Form D: Income Certification |
| ☑ | Form E: Asset Certification |

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**Figure 3:** Group 2 Documents

| | |
|---|---|
| ☑ | Form C: History of Homelessness and Housing (w/forms C1 and C2, if needed) |
| ☑ | Form F: Declaration of Citizenship or Immigration Status |
| ☑ | Form G: Verification of Disability Form |
| ☑ | Form H: Third Party Rent Payment/Modified Payment Agreement |

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