

**Rapid Rehousing Workshop**  
**November 20, 2024**  
**Question (Q) & Answer (A)**

**Q: If homelessness is proven and then the intake isn't for a week, does it need to be proven again? Or do you plan the Intake first and then have Homelessness proven**

**A: Homelessness must be verified no later than 24 hours before intake. It is best practice to have all required eligibility documentation at the time of intake. Example: If homelessness is proven on a Monday, the intake must be completed no later than Tuesday.**

**Q: How do you handle late fees (to landlords)**

**A: Late fees incurred due to late payments by the grant recipient (agency) are not considered allowable expenses. Any late fees related to payments made by the participant are the responsibility of the participant and should be outlined in the lease agreement. It is recommended to specify agency payment due dates and whether late fees will apply in the agency/landlord agreement. For convenience and efficiency, an electronic funds transfer (EFT) is recommended. Talk with the landlord PRIOR to lease signing to explain how your funds work and how you cannot guarantee payment by the 1<sup>st</sup> of each month. Give them a date when they can expect their payment each month. Once the date is agreed upon, ENSURE agency payment is received by the date.**

**Q: Monthly Meeting (case management) Do they need to be at the home?**

**A: Monthly case management appointments can take place where convenient for the participant, although visiting the home may allow for more conversation related to housing stability.**

**Q: 30-day notices for increase/decrease of rental assistance due to income changes.**

**A: Income Decrease: If there is a decrease in income, the rental assistance amount can increase immediately starting with the next payment cycle.**

**Example: If a decrease in income is reported on October 15th, the rental assistance will be adjusted and increase with the payment due on November 1st.**

**Income Increase: If there is an increase in income, the rental assistance will not decrease until a full 30-day notice period is provided.**

**Example: If an increase in income is reported on October 15th, the rental assistance decrease will take effect on December 1st, provided that both the participant and landlord have received written notice giving the full 30-day notice period.**

**Q: Are voucher extensions allowable?**

**A: Yes, the project can choose to extend past 30 days and allow participant more time to search for housing.**