

Shelter Plus Care Procedures for Client Record Review

These procedures apply to all Shelter Plus Care services and are effective for all record reviews conducted on or after 5/1/08.

Review documentation is to be marked “Acceptable” if the form is in the record and complete according to the criteria below, “Exception” if it is incomplete or should be in the file and isn’t, and “N/A” if it is not applicable to the tenant record at this time.

Definition of ‘complete’ for the purposes of this document unless otherwise specified means all fields on a form are completed or addressed as to why they are blank.

Record Content

Application – Form is complete and is signed and date. All data fields are completed or addressed as to why they are blank.

Disability Verification Form - Form is complete, signed and dated by a licensed professional according to form standards. Check to make sure it matches the application information.

Homelessness Verification Form - Form is complete, signed and dated. Check to make sure it matches the application information. Verify that the documentation meets the homeless verification standards defined by HUD as defined in the SPC manual.

DHHS Release – All agencies.

HMIS Release - All agencies.

Shalom House Release - All agencies except Shalom House.

Release of Information – The release is time-appropriate and indicates whether it is a release to obtain information *from* or a release to disclose information *to*, or both. The form is complete and clearly indicates the information to be released and its purpose. All necessary signatures and dates are affixed. All data fields are completed or addressed as to why they are blank.

Fraud Form – Only KBH and CHCS

Definition of Income - Only KBH and CHCS

Landlord Certification - Only KBH and CHCS

Tenant Guidelines and Responsibilities – Form is complete and is signed and dated. Form is to be completed at move-in and annual recertification as well as any unit transfers if the landlord changes. (Implemented new version 10/1/04)

Household Composition Form – Form is completed at move-in and at annual review. Form is complete, signed and dated. (Discontinued 2/29/08)

Support Services Form – Form is completed at annual review and is signed and date. (Implemented new version 3/1/08)

HMIS Forms – Form(s) are completed at move-in and is signed and date. (Discontinued 2/29/08)

Move-in Form 18+ – Form(s) are completed for all persons 18 and older at time of move-in. Form is signed and date. All data fields are completed or addressed as to why they are blank. (Implemented 3/1/08)

Move-in Form 5-17 – Form(s) are completed for all persons age 5 to 17 at time of move-in. Form is signed and date. All data fields are completed or addressed as to why they are blank. (Implemented 3/1/08)

Move-in Form 0-4 – Form(s) are completed for all persons age 0 to 4 at time of move-in. Form is signed and date. All data fields are completed or addressed as to why they are blank. (Implemented 3/1/08)

Rental Calculation Form – Must be done at move-in and at least annually thereafter.

- Form is signed and dated for any move-in, annual review or interim certification.
- Back up is present to support income and information stated on the form. (I.e. If the rental calculation is being done because the TANF benefits were discontinued then the proof from the TANF office must be present)
- Annual review date must stay in line with the original move-in date to SPC. (I.e. If the tenant moved in Feb 2000 than the annual date is always Feb)

Statement of No Income – Form must be complete, signed and dated for any adult household member who has no income.

Social Security Verification – Printout directly from the Social Security Office must be obtained for all members of the household receiving this benefit.

Employment Verification and Worksheet – Four weeks of pay stubs must be present from employer for initial certification. For decreases in income a statement from the employer that the change will be on-going must be present in file. Worksheet must be completed for all persons who are employed.

Asset/Bank Verification and Worksheet – Complete bank verification for all asset accounts report by the client. Worksheet must be completed for all assets counted as income.

Prescription/Medical Expenses Verification and Worksheet – Complete medical expense verification which back-up figures noted on the rental calculation. Worksheet must be completed for all medical expenses. This is done only if tenant wishes to claim the deduction. (Implemented 3/1/08)

Utility Allowance – Correct form is complete for all utilities listed on the rental calculation. Total utility allowance on the form matches the information on the rental calculation. Utility allowances are published annually.

Payment Contract – Form is signed and completed for all outstanding debt to SPC or BRAP.

Rent Comparability Worksheet – Form is signed and dated before move-in and for any rent change. Verify that rent ranges match the applicable figures published by MaineHousing. Total unit rent must fall within or below the range set by MaineHousing survey.

Lease/Occupancy Agreement – Either a lease, if landlord is willing to provide, or an Occupancy Agreement form must be present for all tenants for at least the first month or residence. Document present in the chart form should be signed by both parties.

HAP Contract/HAP Amendment – Form is complete and it is signed and dated by both parties upon admission to program and each time a new apartment is secured. Form is updated at least annually through the HAP Amendment Form for any changes in the rental amounts. Rental amounts on both forms must match the rental calculation form with matching date range

Residential Lease – Only Common Ties.

HQS Inspection – Form is complete, signed and dated upon move-in inspection and annual review. If initially failed, follow-up has occurred within 30 days and is clearly noted on the form.

Termination Sheet – Form is complete, signed and dated if the tenant is no longer in the program. All data fields are completed or addressed as to why they are blank.

Household Move-Out Sheet – Form is complete, signed and dated for all household members regardless of age who are no longer in the program. All data fields are completed or addressed as to why they are blank.

Termination Letter – Letter clearly states reason for termination and the DHHS Appeals procedure is referenced and attached. Letter must include any outstanding debt balances. Additional letter(s) must be set to the tenant's last known address if debt balance changes.