

2021-2022 New York State Rental Supplement Program Plan

District: Ulster

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RSP Implementation Date: Upon Approval of Plan

Indicate whether the program will be administered using district mechanisms (e.g., direct administration or transfer of funds to county agencies) or by another public agency, contractor, or non-profit organization. Administration of the RSP may be delegated in full or in part. Also indicate whether districts will coordinate with the local HUD-funded Continuum of Care, if applicable.

The New York State Rental Supplement Program Plan (NYSRSPP) program will be operated by Catholic Charities of Orange, Sullivan, Ulster (CCOSU). The district (Ulster County Department of Social Services / UCDSS) will transfer funds to CCOSU to administer them to the Ulster County community. CCOSU has a history of supporting individuals, families, and underserved populations with interventions that promote the safety and well-being of the client.

Catholic Charities of Orange, Sullivan, and Ulster, as one of the human service agencies of Catholic Charities of The Archdiocese of New York, is committed to building a compassionate and just society. Catholic Charities serves the homeless, the hungry, the emotionally and physically handicapped, as well as immigrants, and the marginalized and vulnerable of Orange, Sullivan, and Ulster Counties. They collaborate with parishes, Catholic, and non-Catholic partners alike to assist people of all religions. They strive to be an integral part of the human service and care delivery system in Orange, Sullivan, and Ulster Counties, touching the lives of anyone in need of care, hope and help.

CCOSU will be given the NYSRSPP fund in full to be administered to the Ulster County community. CCOSU is an active member of the Ulster County's Continuum of Care committee (COC). Through their active participation in the CoC, they have created a great network with other important and impactful agencies that serve the community. They will utilize this connection to identify individuals and families that need assistance. They are also a close collaborator with the local Department of Health and Family Services. Their partnership with their local DSS allows us to have direct access to individuals at risk of being homeless and those who are currently homeless. Additionally, they participate in various community committees that promote productive relationships and improve county-wide service delivery.

Indicate the anticipated RSP supplement amount and the number of households expected to be served in the initial 12-month period. RSP supplement amounts are set at 85% of the local Fair Market Rent (FMR) values with a district option to pay up to 100% of FMR using local funds.

Ulster County Department of Social Services will provide CCOSU with \$420,681 for the 2022 year. The funding will support individuals or families facing the imminent threat of losing their housing. According to Housing and Urban Development (HUD) website, the Fair Market Rent for Ulster County is \$938 for a studio, \$1060 for a one bedroom, and \$1364 for a two-bedroom apartment. Although the Fair Market Rent for Ulster County is reflected above, case managers have reported rents as high as \$1200 for a studio, \$1800 for a 1-bedroom and \$2000 for 2-bedroom apartments.

The cost from 2021 to present has increased due to higher demand and housing shortages. The fair market website (rentdata.org/Kingston) reports that rent prices are very high compared to the national average. Compared to the rest of New York, the Kingston FMR is more expensive than 87% of the state.

CCOSU can support about 40 units per month with the expectation that we will pay 85% or above the local cost. The number of households per year will be determined by price of unit and the length of time each household is supported by the program.

The following chart shows CCOSU's contribution towards rent at 85% of FMR:

Anticipated CCOSU Monthly Rent Contribution by Apartment Size:

Apartment Size	Fair Market Rent	85% of FMR (CCOSU Contribution monthly)	Household size
Studio Apartment	\$938	\$797	1-2
One-Bedroom Apartment	\$1060	\$901	1-3
Two-Bedroom Apartment	\$1364	\$1159	3-4
Three-Bedroom Apartment	\$1794	\$1525	4-6
Four-Bedroom Apartment	\$2018	\$1715	6-8

RSP Supplement Amount: \$420,681
 Anticipated Number of Household: 40 Households

Given the above CCOSU contributions, the \$420,681.00 annual budget should provide for approximately 40 units. For the purposes of this budget, they will define one service unit as 3 months of rental assistance for one household. The above projections allow for 40 service units per quarter. Most households should receive 4 service units of assistance per year (12 months of rental assistance). Given 4 service units per year, per unique household, they anticipate the ability to assist 40 households per year for the annual budget.

Describe the outreach mechanisms that will be used. Receipt of TA is not a requirement for determining eligibility for the RSP, but at least 50% of the supplements shall be allocated for households who are currently in shelter or experiencing homelessness

(unless sufficient demand does not exist for such households within a district).

CCOSU is a collaborative partner with the agencies in Ulster County. Through the CoC, they will engage in collaborative dialogues that will focus on the NYSRSPP program. For example, in Ulster County, they have a productive relationship with Family of Woodstock, Hudson Valley Legal Services, RUPCO and the Ulster County Department of Social Services. Catholic Charities will work with the CoC and Coordinated Entry to identify individuals or families that would be eligible for services.

CCOSU has extensive experience in working with the homeless population. Their Case Management program has assisted homeless individuals with rental assistance through their Crisis Management and Financial Assistance program. These funds are provided by federal, state, local and private sources.

The outreach plan will include contacting service providers in the area and reaching potential clients directly. CCOSU will start this outreach in the CoC meetings. CCOSU will collaborate with coordinated entry. They will also reach out to landlords and clients that were formerly supported through their program. Since CCOSU is also the managing entity of the Ulster County Warming Center, outreach will be conducted to individuals at this facility. Additionally, they will provide information to clients seeking food from their pantry and mass food distribution events. CCOSU meets 66.3 households in Ulster County each month. Another part of their outreach plan is to utilize multiple social media platforms to inform the community of the program. To reach individuals or families dealing with immigration issues, CCOSU will collaborate with their Catholic Charities Immigration Department.

Catholic Charities of Orange, Sullivan, & Ulster provides services to those who are in financial crisis due to a personal emergency. These emergencies can be, but are not limited to, eviction, homelessness, medical needs, or crises impacting their safety or well-being. Many of the clients, community members, and social service partners are aware that CCOSU provides support to households that are on the verge of eviction or homelessness. They can also use these funds to support individuals that are attending the Warming Center and are chronically homeless.

Describe the application and determination process, including the length of time within which applications will be approved or denied. OTDA encourages districts/contractors to make decisions regarding applications within 30 days of the application date.

Catholic Charities of Orange, Sullivan and Ulster's application process begins when initial contact is made with a potential client. Once contact is made, the case manager will schedule a virtual or in person appointment to meet with the potential client. At the first meeting, a client will need to complete an agency consent form. This consent allows the case manager to advocate on behalf of the client with third parties such as landlords, employers, DSS Staff, etc. After consent is completed, the case manager will explain at length the program and what is expected from both parties if eligible. If the client decides to apply for assistance, the case manager will conduct the intake. The case manager records a client information using APRICOT (a Social Solution Product) which is the electronic data collection system used by CCOSU. During the intake process a budget will be completed;

and all requested documents are collected. Following that meeting the case managers review the case with their supervisor. The supervisor will review the information in APRICOT within 7 business days to determine eligibility. If deemed eligible, the case manager will notify the client regarding next steps.

Clients that are participating in this program will be asked to sign a Recoupment agreement. This agreement states that, in the event of any fraud, fraudulent payments, or activities not consistent with the assessment of need, CCOSU will make efforts to recoup the funding. Amount of assistance will be determined on a case-by-case basis. Depending on the needs, requests, and availability of funds. A case manager will contact the landlord to explain the program and work through any issues that may arise.

CCOSU will provide assistance based on several criteria. The Household must be a current resident of Ulster County. Financial eligibility requires that households must earn no more than 50% of the area median income (AMI). Priority will be given to those households who earn no more than 30% (AMI). Priority will also be given to those who are homeless and or facing homelessness. Assistance will be for forthcoming rental payments, not arrears. All assistance will be at 85% of Ulster County fair market rent 50% of payment assistance will target those currently living in a shelter or experiencing homelessness. A household's contribution will be limited to 30% of total earned and/or unearned income. Assistance will be provided until the household's income increases to a level where their monthly rent is at or below 30% of their total income, at which point the housing will be considered affordable for the individual/family and the assistance will end.

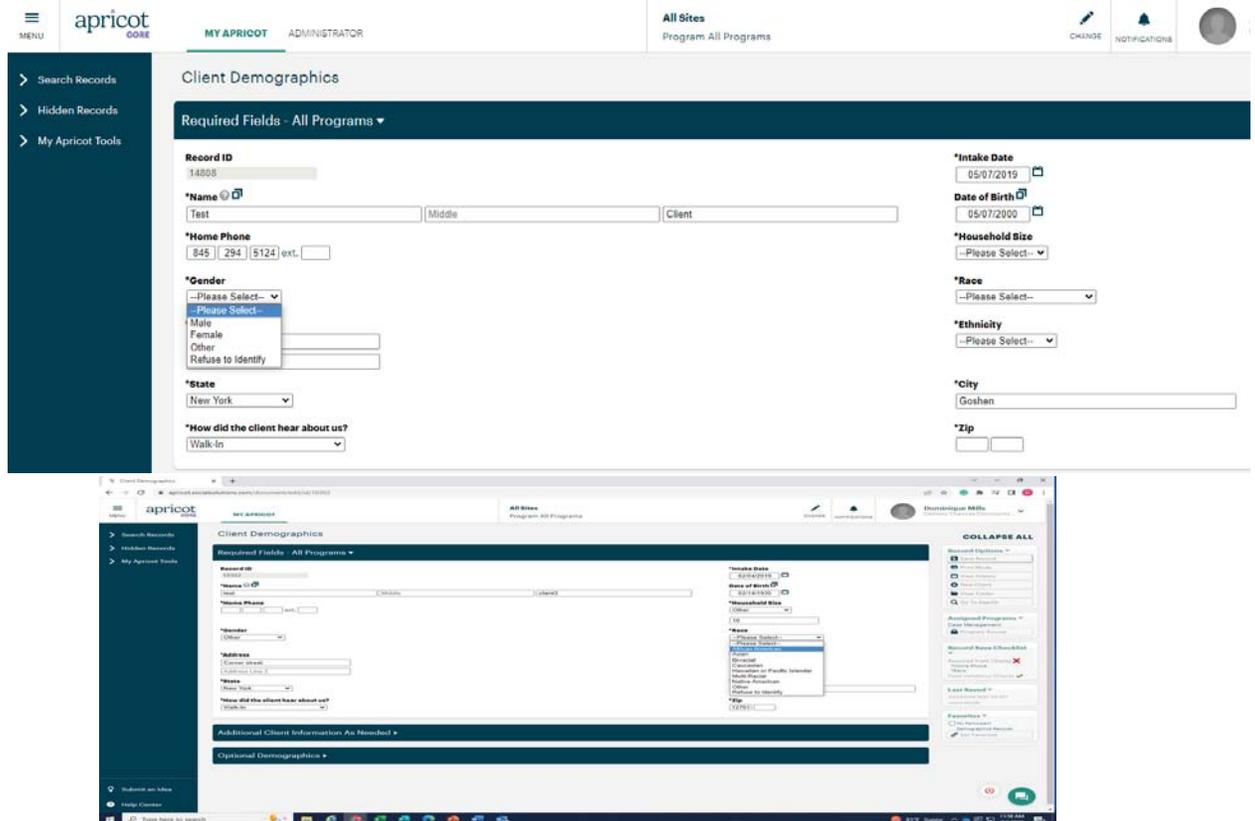
Describe the forms and/or notices that will be used to facilitate the application and determination process. When households requesting a supplement do not meet the criteria established by the district, the denial/discontinuance letter must support the decision by explaining the criteria and the district's decision that the household does not meet such criteria. When a supplement is approved, an award letter must be provided to both the tenant and landlord and must detail the amount approved to be paid on a monthly basis and the months/term included.

CCOSU will require a consent for each individual or family applying to the program. In addition, staff will complete the application and intake using their electronic data collection system (APRICOT). This system allows case managers to maintain records, upload documents, create progress notes, and determine eligibility in a confidential and safe manner. These documents will include consents for information, photo id, landlord letters, lease, proof of income, budget, signed financial contribution agreement (if applicable), recoupment agreement, and an award letter-promissory note.

The award letter/promissory note includes the clients name, household size, names of household members, and amount of assistance granted. If there is a change in the award the landlord will be given a notice informing them of the change. Individuals or households deemed not eligible for the program will be notified by the case manager. Clients will be notified verbally and with a denial letter that will explain the reason for the decision. This same process will be done with the prospective landlord. The process mentioned above will also be done if assistance is discontinued.

Indicate the anticipated target population, including prioritization of certain households(e.g., those with children under the age of six, single individuals, veterans, individuals, and families experiencing domestic violence (DV) and non-DV victims of violence). Eligible participants include individuals and/or families, regardless of immigration status,who are experiencing homelessness or facing an imminent loss of housing, including individuals and families with or without children.

Targeted populations would include individuals and households living in shelters, homeless or facing homelessness. In addition, families, and individuals with income no more than 30% (AMI) would be given priority to apply for assistance. Included in these populations would be their undocumented families and individuals who are not able to be serviced through other programs. Veterans, Domestic violence victims, non-Domestic violence victims and seniors will be considered. Below you will find a screenshot of demographic information used by Apricot which includes gender identification.



CCOSU has a history of providing services to those who are in financial crisis and other emergencies. These emergencies can be, but are not limited to, eviction, homelessness, medical needs, or crises impacting their safety or well-being. The Mid-Hudson Valley Community Profiles Database reported that 20% of the children in Ulster County are living in poverty. Additionally, these profiles indicate that many of these families are of African American and Latino communities. The numbers indicate that 43% of the African Americans and Latinos in the Mid-Hudson Valley are earning below \$25,000 for a family of four. The NYSRSP program will support many of these individuals or families to address this issue.

Their agency also collaborates with New York State's Immigration Programs through the Catholic Charities Immigration Services. The immigration department works closely with their case management staff to improve the lives of this population. They are finding that this is another cohort of the Ulster County Community that continued to face numerous challenges even as the economy begins to reopen. Through this connection they see themselves as a definite resource to the undocumented population

Indicate how the following eligibility standards will be met:

- ***Households must earn no more than 50% of area median income (AMI) at the time of application (using current monthly income for the household and excluding earned income of a minor child; adoption/foster care payments; one-time loans, gifts, lump sum payments or other non-recurring income; and childcare subsidy payments) based on location and household size, with initial priority given to households who earn no more than 30% of AMI***
- ***A household's financial contribution will be limited to 30% of their household's earned and/or unearned income; and***
- ***Supplements are to be provided until the household's income reaches 30% or more of their monthly rent, at which point the housing will be considered affordable for the individual/family and the supplement will end.***

The overview of their services includes assessments / evaluations, supportive budgeting, referrals, basic care coordination (social service navigation), financial assistance, and emergency food needs. Their assessments are used to determine the needs of their clients. Through their assessment, their case manager will develop a plan to support the client and/or the family. This is accomplished through a series of meetings with the clients

During the intake process, case managers will review household budgets with clients. This process also includes critical conversations to ensure that their current living situation will be sustainable after financial support is provided. Their process includes the provision of referrals to address any needs that are outside of their current services, such as mental health, drug, and alcohol treatment services.

The case manager will review the client's budget to determine if the case meets the area median income (AMI) requirement. CCOSU will have the individual bring in all their financial documents to support the request. Please note that PA will not be an option used for eligibility for this program. This classification is used for other programs used within our case management services. This process will be reviewed quarterly to assess the case with current information. Below you will find a screenshot of the budget information that will be recorded in APRICOT.

Along with their information and referral services, CCOSU can support clients by advocating and connecting clients to community services. This is what CCOSU considers basic care coordination or community services navigation support. This navigation support will orient clients on services that are available in their communities, while teaching them how to access these services. We provide financial assistance and emergency food assistance to promote the social well-being of all their clients.

List any other established eligibility criteria and indicate how each criterion will be determined and documented. Include the following:

- ***Will leases be required of all tenants?***
- ***How will the district/contractor ensure that the rental costs are legitimate and theresponsibility of the recipient if a lease is not required?***
- ***Will there be any health and safety standards regarding the housing that must bemet prior to paying the supplement at a specific location?***
- ***How will the district handle modifications (e.g., moves, rent increases, changes inhousehold composition, etc.)?***
- ***What standards will be followed in determining whether supplementation will continue following a move?***
- ***Will the district/contractor require the recipient household to report changes related to the supplement within a set timeframe as a condition of continued eligibility for the supplement?***
- ***How will contributions towards rental costs from individuals outside the household be verified and what standards will be applied in determining whethersuch contributions can be sustained in the future?***

The CCOSU case manager will meet with the individual or adult family member to obtain documentation. As mentioned previously, they have an extensive history of supporting individuals and families with their crisis and financial assistance program. In the initial meeting with the clients, the following documents will be requested:

Supporting Documentation
Personal Identification with Picture
Proof of Income / Subsidy
Lease and /or Landlord Affidavit
Consent Forms
Documentation of Need

The case manager will support clients with acquiring any documents that they need to process the case. If the landlord does not issue a lease, a landlord affidavit will be required to enroll the client in the program.

It is expected that the landlord will rent the apartment in optimal condition, meaning housing will be able to pass inspection with a current, and valid certificate of occupancy. CCOSU will continue with processing the payment once the client approves the condition of the apartment. The agency will also have a final conversation with the landlord to verify all the information. During this final meeting, the case manager will review the cost of the rental to verify the amount of the subsidy, condition of the apartment, and assure the time of the lease.

All their clients will be given information about their tenancy rights and resources if they have problems in the future. If there is a problem with the rental property or landlord; CCOSU will refer the client to Legal Services of Hudson Valley.

The case manager will meet with all the clients on a quarterly basis to review and update case file. All changes including household composition, change in income (increase or decrease), rental increases and moves will be monitored and recorded in the client database. CCOSU will make any modification to the payment in accordance with the payment protocols identified in this program.

During the service plan development stage, a case manager will meet with the client to have a full assessment of their situation. Along with this assessment the case manager will have a sustainability report to determine if the intervention is sufficient. If a change is needed in the service plan or a modification to the payment plan, CCOSU will reassess the case based on the original intake information. This will determine if the income supplementation continues to a new housing opportunity.

CCOSU has procedures and protocols in place to assist the client when a move has occurred. If income guidelines and eligibility requirements remain the same the agency will continue supporting the household. During the quarterly meeting all the information will be reviewed to assure that any case related information has not changed. If a move has taken place, the case manager will review the case with the supervisor. After the review a determination will be made within 30 business days to continue supplement.

Case manager will follow the same policy and procedures for any individual who will be supplementing and or contributing financial assistance to client. This includes, budget review, income verification, documentation requirements, intake and need. Once this information is received it will be reviewed with supervisor and determination will be made.

Indicate the length of time the supplement will be offered to households (e.g., three months, six months, indefinitely, etc.) and whether there is a recertification process for the supplement.

Once individual/household's total monthly income increases to a level where their monthly rent is at or below 30% of their total income, the case manager will terminate services. If an individual / household has met the initial maximum assistance available but is still in need of assistance, they can reapply for additional assistance. Additional funding will be based on availability of funds and continuing to meet eligibility criteria.

Indicate the payment mechanism (e.g., check, transfer of funds, etc.) and whether the supplement will be paid to the tenant or the landlord.

CCOSU will with funding provided by Ulster County Department of Social Services make monthly payments to approved landlords. CCOSU will through case manager will supply landlord with a landlord letter that will be completed and returned to case manager. Landlord letter includes, name of landlord, address of landlord, address of where payments are to be mailed, clients name, amount of payment, tax identification number, signature of landlord which is acceptance of agreement. All payments will be restricted to the landlord. Landlord payments will be made monthly by check to landlord on file.

CCOSU will submit to our finance department a completed packet for request of payment. Included in this packet will be landlord letter, client's id, CCOSU's emergency relief form and AFP (approval for Payment).

Indicate how fraudulent and/or cases determined to otherwise be ineligible will be handled, including the procedure for recouping funds, if necessary.

If, during the verification process, the case manager finds evidence of fraud; they will deny the application and notify the client. Case manager will inform landlord and DSS of denial. If the case is found fraudulent after payments were dispersed, recoupment is required. CCOSU will recoup benefits if possible. All clients will have signed the Recoupment agreement. This agreement states that if fraudulent activity is found, client will be required to pay back any assistance that was given under fraudulent terms. Clients found ineligible will be notified and given denial letters with explanations for the denial. Case manager will also refer out to community partners for possible assistance. CCOSU will use APRICOT to record, cross check and keep track of cases applying for assistance. Case manager will review and verify all documentation for authenticity. For example, proof of income, landlord ledger, household composition, will all go through a verification process to prevent any fraudulent documents or false claims.

Describe how the district/contractor will ensure that households do not receive duplicate benefits from other sources that may assist with paying future rent/ongoing rental supplements.

CCOSU will collaborate with community partners on Ulster County's Continuum of Care (CoC), landlords, and other community partners to cross reference requests

or payment of benefits requested of CCOSU. Case manager will also use the Homeless Management Information System (HMIS) to cross check any possible duplications of service and assistance. Lastly, Ulster County Department of Social Services has agreed to audit the names of cases referred to the program. Case manager will document all requests and assistance in their data collection tool APRICOT (a social solutions product).

Indicate how client records will be maintained (e.g., paper file cabinets, electronic records, or a combination of both) and whether any specific software or system will be used. Notifications regarding eligibility determinations (e.g., approvals, denials, and discontinuances) must be maintained in the case record for a minimum of six years following submission of the final expenditure report.

CCOSU will maintain client records electronically and in hard copy file. In the initial meeting the client will provide all documents in hard copy. The case manager will scan some of the information into their electronic data base Apricot (a social solutions product). The following information will be stored in Apricot: Demographic data, budget data, and an adaptive living screening instrument. The adaptive screening tool assesses the individual's ability to sustain their lifestyle after the financial intervention is provided.

The information that is provided and entered in Apricot will be reviewed on a regular interval. These reviews will determine if the case will be approved, continued, and/or denied. CCOSU will also store the files either in a locked office or at a locked file storage facility to ensure that the records are available for audit and review.

Indicate how the progress of those served in the RSP will be monitored. Reports that describe the progress of RSP activities and those served will be required on at least a quarterly basis. A report template will be provided. Minimally, reports must include the amount of rental supplement payments provided, the number of households served and certain demographic information including receipt of TA and household composition.

CCOSU will record all the client information in their electronic database. During the life of the case all progress notes will be recorded in the system to keep all information accurate and contemporaneous. The APRICOT system can be used to produce reports that would indicate how much assistance a client has received, specific dates that checks were issued, and demographic information.

Upon the execution of the contract the regulatory agency could discuss with CCOSU the format of any additional reports desired. These reports could possibly be created in the Apricot system or maintained in separate file format. Reports could provide basic information such as checks issued by CCOSU or even detailed information on the community member served by the program. CCOSU will maintain records in compliance with OTDA standards for a minimum of 6 years.

To the fullest extent possible, RSP funding should not be used to supplement existing Shelter Supplement Programs. Districts who currently have an approved Shelter Supplement Plan must indicate the following:

- How the **RSP will** be different from their current approved Shelter Supplement Plan
- The process established to ensure funds are not duplicated
- How participating households will be distinguished

The Rental Supplement Plan (RSP) will provide aid to clients based on the demonstrated need. The RSP allocation will aid a larger part of the Ulster community. The shelter supplement plan in Ulster County is limited based funding requirements and Temporary Shelter Allowance. Another major difference is that our RSP program will support those that may be receiving other forms of assistance. It will also support individuals or families that have lost section 8 or public housing. In addition, the Shelter Supplement has restrictions in spending and our RSA program will support those not covered by subsidies.

It is imperative that recipients meet the criteria identified previously in the eligibility section. Our RSP program will allow CCOSU to provide aid to those that are facing increase in rental prices in Ulster County. We will also provide support to those that face restriction based on immigration status.

Currently, there are several providers that operate Shelter Supplemental Programs in Ulster County. These programs include, hotel placement, congregate facility placements, and emergency housing placements. Their program plan is to use their CoC committee and associated providers to verify that funds or services are not duplicated.

Using CCOSU as a provider of these funds and services will ensure that the clients are eligible for the program. Clients receiving these services will be referred from Ulster County DSS, community providers, or another regulatory agency. During assessment each case will be given a identifying case number in apricot. This case number will allow CCOSU the ability to identify between RSP and shelter supplement clients. In turn, CCOSU will have the ability to distinguish these clients from any clients receiving services from a shelter program. This will be accomplished through our collaboration with Ulster County Department of Social Services, Ulster CoC, and other partner agency referrals.

Client Demographics

Record ID: 10302

*Name: [First: test] [Middle:] [Last: ctest]

*Home Phone: [] [] [] -ext. []

*Gender:
-Please Select-
Male
Female
Non Binary
Other
Refuse to Identify

*State: New York

*How did the client hear about us? Walk-in

Additional Client Information As Needed

Optional Demographics

Gender dropdown

- Male
- Female
- Non-Binary
- Other
- refuse to identify

Client Budget

25198

Quick View Information

Basic Financial Information - Tier 2

*Date Completed
MM/DD/YYYY

Monthly Income

Current Wages
\$1,000.00

Projected Wages
\$1,000.00

Current Social Security
\$1,000.00

Projected Social Security
\$1,000.00

Current Disability
\$1,000.00

Projected Disability
\$1,000.00

Current Unemployment
\$1,000.00

Projected Unemployment
\$1,000.00

Current Public Assistance
\$1,000.00

Projected Public Assistance
\$1,000.00

not used for eligibility determination

not used for eligibility determination

Current Food Stamps
\$1,000.00

Projected Food Stamps
\$1,000.00

Current Child Support / Alimony
\$1,000.00

Projected Child Support / Alimony
\$1,000.00

Current Other
\$1,000.00

Projected Other
\$1,000.00

Current Income Subtotal

Projected Income Subtotal

Attach Income Verification Documents
 No file chosen

Attach Additional Income Verification Documents
 No file chosen

Up to 25 MB

Up to 25 MB

Attach Additional Proof of Income Documents
 No file chosen

Up to 25 MB

Monthly Expenses

Current Mortgage or Rent
\$1,000.00

Projected Mortgage or Rent
\$1,000.00

Current Utilities
\$1,000.00

Projected Utilities
\$1,000.00

Current Food

Projected Food