

State of Maryland Homelessness Prevention Toolkit



Maryland Department of Housing and Community Development
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Introduction

How to Use This Toolkit

This toolkit is intended to serve as a resource and collection of best practices for homelessness prevention providers and Continua of Care (CoCs) throughout the state of Maryland. It begins by providing context and background information about homelessness prevention and who is at-risk of homelessness, according to the state's HSP criteria. It then provides greater detail about Homelessness Prevention funding that is available to CoCs from HSP.

Next, the toolkit delves into best practices. These best practices have been collected from homelessness prevention providers throughout Maryland, as well as from national sources. The toolkit also has resources for subpopulations, as well as statewide resources. Finally, in the Appendices, there are copies of model forms and materials from CoCs which exemplify best practices.

To Keep In Mind

“Households and individuals who recently experienced a housing crisis, whether it was successfully resolved or resulted in homelessness, can offer a variety of perspectives that can and should guide program design.”

- From page 4 of National Alliance to End Homelessness (NAEH), “Homelessness Prevention: Creating Programs that Work.”

Key Terms

At-Risk of Homelessness - As defined in the HSP Policy Guide, p. 4 and 12:

- **A household must not have sufficient resources or support networks** immediately available to prevent them from becoming homeless **AND have an annual income below 30% of the area median income (AMI).**
- **Clients meeting the “at risk of homelessness” definition are eligible for Homelessness Prevention assistance only.**

Client - An individual who receives services from a provider.

Diversion – Diversion is “a strategy that helps people identify and access alternatives to homelessness and resolve their immediate housing crisis.”¹ It involves consideration of what community and family resources an individual can rely on to prevent them from becoming homeless (NAEH, 2018). **Diversion is not the same as prevention.**

- *Problem-solving conversations:* During these discussions, clients and staff work cooperatively to determine how to utilize the resources that each individual has at their immediate disposal to address their needs (Schulenberg & Vargas, 2019).
- Diversion is used before any HSP homelessness prevention funds would need to be utilized. It helps to conserve the limited amount of HSP prevention funds available.
- Diversion can occur initially at intake, but also can occur any time thereafter.

Homelessness Prevention - As defined in the HSP Policy Guide, p. 18:

Provides housing stabilization services necessary to prevent an individual or family from moving into an emergency shelter, the streets, or a place not meant for human habitation.

Homelessness Solutions Program (HSP) - Grant program administered by DHCD; a program through which CoC lead agencies receive state and federal funding to provide homelessness crisis response services (for more details, see the HSP Policy Guide).

Homelessness Prevention is the third-largest category funded within the grant. It comprises almost one-fifth (17.6%) of the total HSP funding.

¹ Schulenberg, K. & Vargas, J. (2019, July 22-24). *7.01: Problem-Solving Housing Crisis: How to Have the Diversion Conversation*. Presentation presented at the 2019 National Conference on Ending Homelessness, Washington, DC.

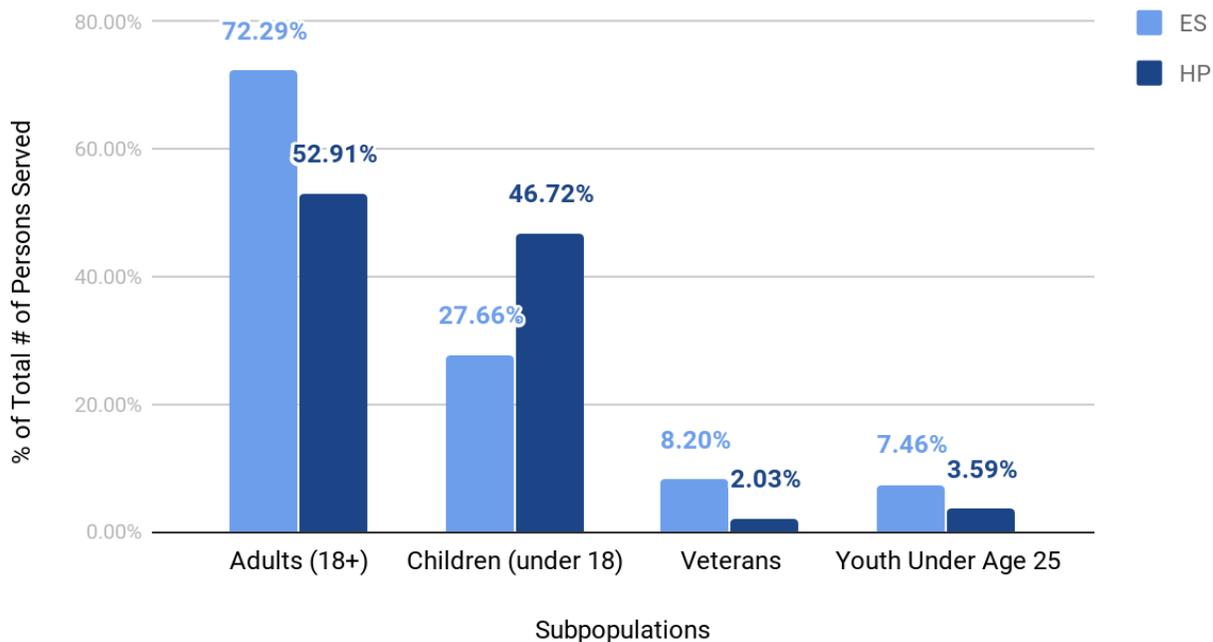
Maryland Prevention Data Overview

The chart below compares the populations served through HSP's homelessness prevention (HP) and emergency shelter (ES) funds in 2019. It breaks down the individuals served into subpopulations. It then compares the number of individuals within these subpopulations to the total number of individuals served in homelessness prevention (**3,846**) and emergency shelter (**5,803**). These percentages reveal discrepancies between the populations served by prevention and emergency shelter:

- Adults comprised **72.99%** of the emergency shelter population, but **52.91%** of the population served under homelessness prevention.
- Children comprised **27.66%** of the emergency shelter population, but **46.72%** of the population served under homelessness prevention.
- Veterans comprised **8.20%** of the total population served under emergency shelter, but **2.03%** of the population served under homelessness prevention.

This analysis helps us understand who our shelter and prevention programs are serving, and how we can best focus our prevention funds. ²

% of the Overall ES or HP Population Each Subpopulation Comprises



² Carver, Nichelle (2019). *The Best Way to Reduce Inflow Target Your Prevention Resources*. Presentation presented at the 2019 National Alliance to End Homelessness conference, Washington D.C.

Review of Homelessness Solutions Program Requirements³

Overview of Homelessness Prevention

- To be eligible for Homelessness Prevention, an individual or family must:
 - Have an income level below 30% of Area Median Income (AMI) **AND**
 - Demonstrate they do not have sufficient resources or support networks to prevent them from moving into an emergency shelter.
- All eligibility, types, and amounts of assistance for homelessness prevention must be re-evaluated every three months. Overall assistance is not to exceed 24 months.
- Providers working with individuals and families transitioning into **new housing** after an eviction or **paying assistance for current housing** should incorporate the **Minimum Habitability Standards for Permanent Housing Checklist and the HSP Lead-Based Paint Screening Worksheet** into their housing assessment.
- To execute a minimum habitability review for homelessness prevention funds, providers do not need to hire a licensed housing inspector; a staff person can conduct this review.

Allowable Uses of HSP Prevention Funds

Rental Assistance Costs - HSP funds may be used to pay a portion or all of a client's rental assistance for up to 24 months during any three-year period. The time frame for this rental assistance includes:

- Short-term rental assistance (0-3 months)
- Medium-term rental assistance (4-24 months)
- Rental Arrears (one-time payment for up to 6 months of rent in arrears)

Any combination of the above types of assistance is acceptable as long as the total amount of assistance does not exceed 24 months.

Financial Assistance Costs - HSP funds may be used to pay housing owners/landlords and utility companies for the following costs:

- Rental application fees;
- Security deposits (no more than the amount of two (2) months rent);
- Utility bill payments (no more than 24 months assistance and up to six (6) months of arrears per utility service); and,
- Moving costs (e.g. truck rental or moving company fees, or up to three months of storage assistance)

Services Costs - HSP funds may be used to pay the costs of providing the following services:

- **Housing Search and Placement** - services or activities necessary to assist program participants in locating, obtaining, and retaining permanent housing;
- **Housing Stability Case Management** - assessing, coordinating, and monitoring the delivery of services for program participants to obtain or maintain permanent housing;

³ Information in this section is from: Maryland DHCD (2018). Homelessness Solutions Program (HSP) Policy Guide, p. 18-26 <https://dhcd.maryland.gov/HomelessServices/Documents/HSP-Policy-Guide.pdf>

- **Mediation** - mediation services between the clients and the owner or person(s) with whom the client is living. Mediation services are eligible only under the assumption that clients may lose housing if services are not rendered;
- **Legal Services** - legal services related to landlord/tenant matters, and the services necessary to resolve a legal problem that prohibits the program participant from obtaining or maintaining permanent housing;
- **Credit Repair** - credit counseling and other services necessary to assist clients with critical skills related to household budgeting, managing money, and resolving personal credit problems. This assistance does not include the payment or modification of a debt.

Required Documentation

- Written certification from the intake worker that the household is at risk of homelessness. Also see the At-Risk of Homelessness Documentation section.
 - If applicable*: an eviction notice or lease termination from the household in-need of homelessness prevention assistance.
- Written certification and proof that household has an annual income below 30% of median family income for the area.
- Certification by the individual from the intake worker, as well as proof that the household does not have sufficient resources or support network to prevent them from becoming homeless.

For clients transitioning into new housing after an eviction or for clients who are receiving assistance to pay for their current housing:

- Minimum Habitability Standards Form** (or HSP Policy Guide Appendix 5)
- Lead-Based Paint Requirements** (or HSP Policy Guide Appendix 6)

At-Risk of Homelessness Documentation

- Third party documentation (1st priority)** - documents provided by an outside source such as another service provider or agency on official letterhead, or
- Intake worker observations (2nd priority)** - written documentation by subgrantee program staff on official letterhead. This could be done via the **sample form**, or
- Self-certification from the individual/family seeking assistance (3rd priority)** - Subgrantee staff can allow households experiencing homelessness to write down that they are at-risk of homelessness and sign an intake document that certifies the information given to the program is true if third-party documentation or intake worker observation cannot be obtained.

Homelessness Prevention Intake Sample Form

Third-Party Documentation

- Does the client have third-party documentation? (Eviction notice or lease termination from household; documents provided by an outside source such as another service provider or agency on official letterhead)
 - Yes
 - No
- If no, did the caseworker try to obtain third-party documentation?
 - Yes
 - No. If no, why not? _____

Intake Worker Observation

Can staff make a determination that this individual is at-risk of homelessness? **Check one:**

- Has the household moved because of lack of economic resources two (2) or more times within 60 days of requesting assistance?
- Was the household living in the home of another because of economic hardship and has been asked to leave?
- Has the household been informally evicted (i.e. asked or pressured to leave by their landlord; utilities have been shut off by their landlord, etc.)?
- Has the household been living in a motel or hotel that they are paying for?
- Other: _____

Resources/Support Networks

- Does the household have an annual income below 30% of the area median income (AMI)?
 - Yes
 - No
- Even if the household's income is below 30% of AMI - is this income insufficient for them to obtain housing?
 - Yes
 - No
- Does the household have support networks (family/friends/faith communities, etc.) to prevent them from being homeless?
 - Yes
 - No

Staff certification and signature:

Client certification and signature:

Best Practices

Guidance from the Department of Housing and Community Development

It is best practice to first try to negotiate with landlords as the initial step in resolving an eviction crisis. If an agreement with the client and landlord cannot be made for the client to stay in the permanent housing, the service provider may then pay for financial assistance for the client to remain in their current housing or move into new, permanent housing - *from the HSP Client Record Review Tool*.

- For more information on negotiation with landlords, please see the Best Practices for Mediation and Negotiation with Landlords (p. 11).
- Before providing financial assistance to resolve an eviction crisis, providers should first consider:
 - Diversion: does the client have a support network to rely on? Are there community or other resources they can take advantage of? ⁴
 - Is it possible to utilize prevention services such as providing legal assistance, mediation, credit repair services?

Case Management

1. Working collaboratively with the client, to help them determine a plan.
2. Core components of case management include:
 - a. Screening to determine if someone is homeless or at-risk of homelessness.
 - b. Assessment of an individual's situation - what needs do they present?⁵
 - c. Determining what immediate action needs to be taken - what services does the agency need to provide to get this individual out of a crisis situation?
 - d. Determine what additional services may need to be provided, based on needs that arise.
 - e. Referring clients to internal and external resources.
 - i. Sometimes designated staff members are tasked with coordinating services across areas within an agency.
 - ii. See **Appendix B** for a related graphic.
 - f. Periodically conduct follow-ups to determine if an individual has maintained housing, if they have met all of their needs or goals, and to see if they have any additional needs.
3. Interdisciplinary (or Interdepartmental) Team Meetings are used by Continuum of Care to discuss prevention and wraparound services for difficult cases. These meetings bring together partners from a variety of fields, including the faith community, health providers and the health department, employment resources, and more. This is also referred to as *case conferencing*.

⁴ See: National Alliance to End Homelessness (2018, October 1). Key Takeaways: The Role of Emergency Shelter in Diversion. <https://endhomelessness.org/resource/role-emergency-shelter-diversion/>

⁵ Screening and assessment are discussed in p. 19 of National Alliance to End Homelessness (2009, July). *Homelessness Prevention: Creating Programs That Work*. <http://endhomelessness.org/wp-content/uploads/2009/07/homelessness-prevention-guide-and-companion.pdf>

How to Effectively Target HSP Homelessness Prevention Assistance ⁶

Agencies **should not** set across-the-board limits on how much assistance they will provide (for example, setting a flat cap on the amount of HSP funds provided to a client). Each household is different, and has its own unique needs and resources. Agencies will focus on providing the right amount of HSP assistance to **stabilize** the family.

1. Use screening tools to determine how much assistance each client should receive, based on their level of immediate need. **Appendix A** has an example from the Three Oaks Center in Maryland and the Resources section has examples specific to veterans.
2. Listen to a client’s whole story. By gaining a complete understanding of what the individual’s situation is, then you can determine which funding sources would be best to use, and if diversion could be used in-place of prevention.
3. Determine what the agency can fund, and what the client must make up to “fill the gap.” In order to cover the remaining costs the individual faces, consider⁷:
 - a. What are they eligible for? What community resources are available?
 - b. Are there any strategies that can be used to make up the difference, such as: borrowing money, buying time till the next paycheck, talking with the landlord to put the client on a payment plan, or utilizing services available within an agency.
 - i. Financial counseling services can help with money management.
 - ii. Workforce development programs can help individuals pursue job opportunities, or maximize opportunities within their current job.

The Goldilocks Rule



Consider Goldilocks when determining the amount of assistance that is “just right.”

⁶ See p. 20-21 of National Alliance to End Homelessness. (2016, October 3). *Rapid Re-Housing Toolkit*. https://endhomelessness.org/wp-content/uploads/2016/10/NAEH-Rapid-Re-housingToolkit_2017-FINAL.pdf

⁷ This is also considered during diversion, see: National Alliance to End Homelessness (2018).

⁸ Image is from [this link](#).

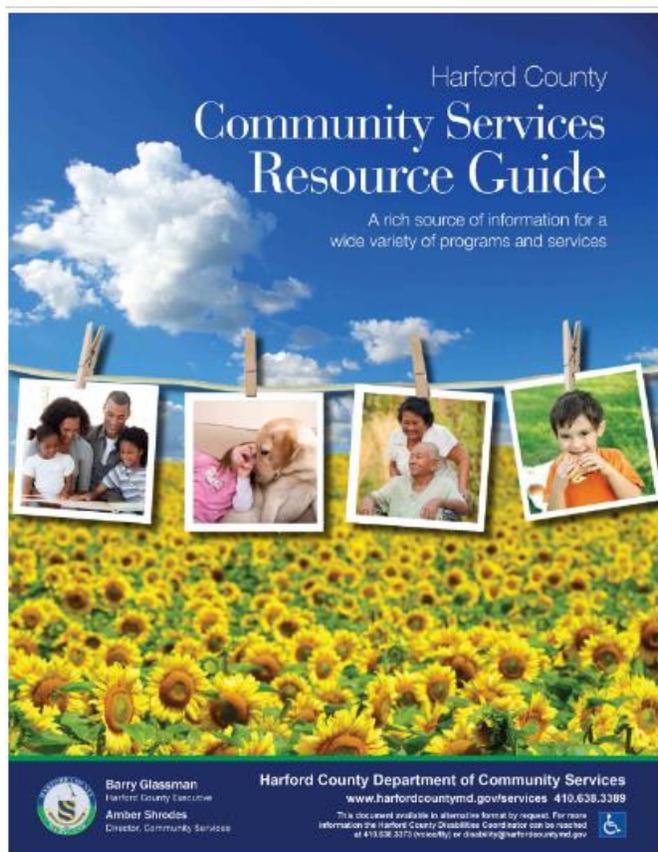
Strategic Use of HSP Prevention Funding

Rental and Financial Assistance

Before Using HSP funding....

1. To cover utility bill payments, providers should first look towards programs funded and/or administered by the state, by the [Office of Home Energy Programs \(OHEP\)](#). See **Appendix C** for an OHEP flier about energy assistance that is used by the Harford County Community Action Agency.
2. Consider whether there are programs funded by local government or private sources which you can utilize before relying on HSP Prevention funding, or if someone doesn't qualify for HSP funding. For example, Baltimore County relies on local as well as state and national funding for eviction prevention.⁹
3. Work with landlords to help tenants stay in their housing (HSP Policy Guide, p. 18).
4. Reach out to Credit Consumer Counseling Service agencies, who can also assist with credit repair: <https://www.nfcc.org/agency-locator/> (NAEH, 2009, p. 36).

For a list of possible funding sources, see the Resources section.



The [Harford County Resource Guide](#) has a listing of community resources compiled by Harford County Government.

⁹ Baltimore County Department of Planning (2019). *Action Plan CFY 2020/FFY2019 Draft*. p. 57, 112-113 <http://resources.baltimorecountymd.gov/Documents/Planning/grant/actionplancfy2020draft.pdf>

Guidance from the NAEH Homelessness Prevention Guide

The NAEH toolkit organizes their approaches to providing prevention assistance based on smallest to greatest expense, focusing on diversion before providing prevention assistance:¹⁰

1. **Household Resources First** (Consider what the individual/family has to provide; what do their friends and support networks have to contribute)
2. **Public Assistance Programs** (Are individuals eligible for [Temporary Cash Assistance](#), or check whether government-administered programs provide emergency assistance)
3. **One-Time Assistance with Rental and/or Utility Arrears** (Reach out to nonprofits, faith-based resources, utility companies to see what support they can provide)
4. **Rental Assistance** (Providing rental assistance)
5. **Utility Assistance** (Research if a “Cold Weather Rule” exists in your area; Reach out to government and private programs or work with utility companies)

Mediation and Negotiation with Landlords

- When negotiating or having conversations with landlords, focus on the rights tenants have at their disposal. Many of these rights are described in the resources below:
 - [Top 10 Tenant’s Rights in Maryland](#), a flier from the Public Justice Center.
 - [Landlords and Tenants: Tips on Resolving Disputes](#), a booklet from the Maryland Attorney General’s Consumer Protection Division.
 - [How to Resolve Issues With Your Landlord \(from a Tenant’s perspective\)](#), a brochure from the Maryland Judiciary.
 - [Several articles and resources](#) for landlords and tenants provided by the Maryland People’s Law Library.

Legal Services

- As noted in the Homelessness Solutions Program Policy Guide, HSP funds may cover any “legal services related to landlord/tenant matters,” (p. 19) which includes representation in housing court.
- According to the Policy Guide, HSP funds may also cover any “services necessary to resolve a legal problem that prohibits the program participant from obtaining or maintaining permanent housing” (p. 19).
- One example of legal services being utilized effectively to prevent eviction is in the Eviction Prevention and Intervention Coalition (EPIC) in Montgomery County, PA. The EPIC pilot synchronizes case management, legal support in eviction cases, and supportive services. To learn more, please see:
 - [Unlocking Doors to Homelessness Prevention](#) - a larger case study that included the legal services continued in [EPIC](#).

¹⁰ Information is paraphrased from NAEH, 2009, p. 37-41.

Resources

Mediation

Maryland Courts provides an overarching resource - [How Can I Find a Mediator for My Dispute?](#) - that will point you to resources such as:

- [Community Mediation Maryland](#) - they offer mediation at no cost, around the state.
- See [the Consumer's Guide to Alternative Dispute Resolution Services in Maryland](#) for more information.
- Some local governments also directly provide mediation services, such as [Takoma Park, Maryland](#).
- [The District Court for Baltimore City](#) also has mediation resources.

Utilities

- State programs, such as the grants offered by the Office of Home Energy Programs help with utility bills. To find your local home energy office, see [this link](#).
- See the [Community Agency Publications - Resource Guides](#) published by the Maryland Office of People's Counsel.
- The Maryland Fuel Fund can be used as a resource of last resort, once individuals have exhausted all of their other options.
- Renters and providers can also work with utility companies directly to reduce or slowly pay utility bills.¹¹

These links will provide you with searchable databases of utility companies in Maryland.

Supplier Type	Link to Database
Electric	https://www.psc.state.md.us/electricity/electric-supplier/
Gas	https://www.psc.state.md.us/gas/gas-supplier/

Legal Organizations and Resources

Organization	Description
Homeless Persons Representation Project	Provide legal assistance without charge to individuals who are or are at-risk of experiencing homelessness.
Public Justice Center **See Human Right to Housing Project Resources **	Focused particularly on aiding tenants in Baltimore City rent court and assisting tenants in foreclosure.
People's Law Library - Legal Services Directory	Searchable directory of legal services providers who charge minimal to no fees.

¹¹ Info from page 41 of NAEH, 2009 was consulted here and for this section.

Maryland Legal Aid	Provides resources and legal aid (see Housing section)
Maryland Pro Bono Resource Center	Part of the Maryland State Bar Association. Runs the Tenant Volunteer Lawyer of the Day program in Baltimore City.
MLSC-Funded Legal Services Providers	A listing of legal services providers - not all are housing-specific, however.
Maryland Courts Self-Help	Provides legal guidance and information to tenants
People’s Law Library of Maryland	Provides legal resources related to housing matters

Subpopulations

[Housing Opportunities for Persons with AIDS \(HOPWA\)](#) - Provides housing assistance and related supportive services to low-income persons diagnosed with HIV/AIDS and their families.

[Victims of Crime Act \(VOCA\) Funding](#) - VOCA aims “to respond to the needs of crime victims and assist victims to understand and participate in the criminal justice process.” VOCA funds can be used for moving, rental assistance, security deposits, utilities, and in other ways to help victims relocate their housing. Funds can also be used to provide legal support in housing matters for victims of intimate partner violence.¹²

[The NAEH Homelessness Prevention Toolkit’s Companion Guide](#) (p. 5-6) illustrates the need to focus on immigrant and refugee populations, many of whom face cultural and linguistic barriers. They may need support when navigating landlord-tenant dynamics.

[DASH, the District Alliance for Safe Housing](#) exemplifies best practices in the prevention sphere for survivors of domestic violence.¹³

[The VA Homeless Screening Clinical Reminder](#) is an example of a homelessness prevention screening tool used primarily for veterans. The Maryland Team HMIS website also has a link to another similar screener: **[see the SSVF “Homeless Prevention Screening Form”](#)**.

¹² Information from p. 2, 19-20 of Governor’s Office of Crime Control and Prevention. *FY 2018 Victims of Crime Assistance (VOCA) Grant Program Notice of Funding Availability Application Guidance Kit*. <http://goccp.maryland.gov/wp-content/uploads/voca-fy2018-nofa.pdf>

¹³ Sullivan, C.M., Bomsta, H. & Hacskaylo, P. (2016). *A Promising Approach to Prevent Homelessness for Domestic Violence Survivors*. <https://safehousingpartnerships.org/key-approaches/preventing-homelessness/prevention>

Resources for Immigrants and Refugees

Reach out to local government offices such as the Mayor's Office of Immigrant Affairs in Baltimore to determine what resources might be available for immigrants in your community.	
International Rescue Committee (IRC)	<p>The Baltimore and Silver Spring offices of the IRC provide many prevention-related services to refugees:</p> <ul style="list-style-type: none"> ● Resettlement assistance (food, shelter, legal) ● Community integration (external referrals, public benefits, community support) ● Economic empowerment (financial security, including guidance on budgeting and banking). ● Case Management, focused on resettlement and other services. <p>To contact these offices, please call:</p> <ul style="list-style-type: none"> ● Silver Spring: (301) 562-8633 ● Baltimore: (410) 327-1885
Interpretation/Translation Services	<p>Services provided to Maryland state agencies and local governments to serve clients who may have language barriers. Services are provided in three formats:</p> <ol style="list-style-type: none"> 1. By Telephone 2. On-Site 3. Translation of written documents

Statewide Resources

Program	Description
2-1-1 Maryland: Health and Human Services Resources	<p>Includes resources on:</p> <ul style="list-style-type: none"> ● Eviction Prevention ● Tenant-Landlord Assistance ● Utility Assistance ● and more (see website)
Help in Hard Times	Booklet by United Way that includes many resources
Landlord-Tenant Complaint Form	Run by the Maryland Attorney General's Consumer Protection Division; aims to address any complaints.
The Fuel Fund	The Fuel Fund can be used as a resource to cover utility assistance rather than using homelessness prevention funds.
St. Vincent De Paul Parish Conferences	Parish conferences administer food, utility, and rent assistance, and additional forms of support to community members. They also direct individuals to social service agencies.

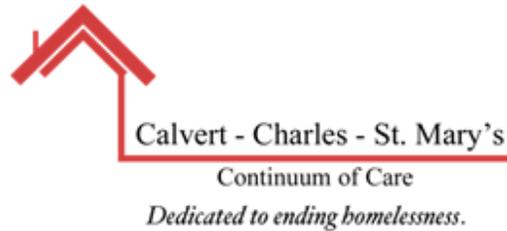
Non-HSP Prevention Resources Administered by the State Government

Agency	Program	Description
DHS	Eviction Assistance Program (formerly known as the Homelessness Prevention Program)*	Funding to inhibit eviction; includes case management and counseling; information on budgeting and tenant rights; & landlord-tenant mediation.
DHS	Emergency Assistance to Families with Children *	Funds that families with children can use to cover rent, utilities, or another related cost. Through local DSS offices.
DHS	Office of Home Energy Programs (OHEP) <ul style="list-style-type: none"> ● Maryland Energy Assistance Program (MEAP) ● Electric Universal Service Program (EUSP) ● Arrearage Retirement Assistance ● Utility Service Protection Program (USPP) ● Gas Arrearage Retirement Assistance Program 	OHEP grants (see left) reduce energy costs for low-income families in Maryland; and ensure families can keep energy running.
DHS	Weathering Tough Times	Information about additional resources including the Food Supplement Program, Medical Assistance, Temporary Disability Assistance Program, Temporary Cash Assistance, Burial Assistance, Public Assistance to Adults, and more.
DHCD	Community Services Block Grant Program	CSBG discretionary funding projects may be able to cover or overlap with areas otherwise funded by HSP.

* These programs are good to utilize if you have used up HSP funding for the year, for example.

Appendices

Appendix A - Three Oaks Center's Prevention Screening Tool (replicated with permission)



HSP Prevention Screening Tool

Targeting Criteria Use the following criteria to identify if the eligible applicant household is also a priority for HSP Homeless Prevention assistance. Check each condition that is true for the applicant.	Check if Applicable	Point Value	Total Points (enter value for each box that is checked)
Urgency of Housing Situation (May indicate more urgent need for homelessness prevention assistance)			
Referred by Coordinated Entry or a homeless assistance provider to prevent the household from entering an emergency shelter or transitional housing or from staying in a place not meant for human habitation.	<input type="checkbox"/>	5	
Current housing loss expected within... (select only one)			
0-6 days	<input type="checkbox"/>	5	
7-14 days	<input type="checkbox"/>	4	
14-21 days	<input type="checkbox"/>	3	
Potential Barriers and Vulnerabilities (May impact ability to quickly secure housing and resolve literal homelessness independently if household is not assisted and becomes literally homeless)			
<u>Current</u> household income is \$0 (i.e., not employed, not receiving cash benefits, no other <u>current</u> income)	<input type="checkbox"/>	5	
Annual Household Gross Income Amount (select only one)			
0-14% of Area Median Income for the household size	<input type="checkbox"/>	4	
15-30% of Area Median Income for the household size	<input type="checkbox"/>	3	
Sudden and significant decrease in cash income (employment and/or cash benefits) AND/OR unavoidable increase in non-discretionary expenses (rent or medical expenses) in the past 6 months	<input type="checkbox"/>	3	
Major change in household composition (e.g., death of family member, separation/divorce from a dult partner, birth of new child) in the past 12 months	<input type="checkbox"/>	3	
Rental evictions within the past 7 years (select only one)			

4 or more prior rental evictions	<input type="checkbox"/>	5	
2-3 prior rental evictions	<input type="checkbox"/>	4	
1 prior rental eviction	<input type="checkbox"/>	3	
Currently at risk of losing a tenant-based housing subsidy or housing in a subsidized building or unit	<input type="checkbox"/>	3	
History of Literal Homelessness (street/shelter/transitional housing) (select only one)			
4 or more times or total of at least 12 months in past 3 years	<input type="checkbox"/>	5	
2-3 times in the past 3 years	<input type="checkbox"/>	4	
1 time in past 3 years	<input type="checkbox"/>	3	
Head of household with disabling condition (physical health, mental health, substance use) that directly affects ability to secure/maintain housing	<input type="checkbox"/>	3	
Criminal record for arson, drug dealing or manufacture, or felony offense against persons or property	<input type="checkbox"/>	4	
Registered sex offender	<input type="checkbox"/>	5	
At least one dependent child under age 6	<input type="checkbox"/>	3	
Single parent with minor child(ren)	<input type="checkbox"/>	3	
Household size of 5 or more requiring at least 3 bedrooms (due to age/gender mix)	<input type="checkbox"/>	3	
Total Points			

Targeting Disposition	
Meets Targeting Threshold: Approved Targeting Threshold Score:18	Continue with enrollment
Does Not Meet Targeting Threshold	Continue with appropriate referrals to other resources

Applicant Certification
<p>By signing below, I certify that the information provided above is correct, so far as I know and understand, and that I do not have other housing options or sufficient resources or support networks (e.g., family, friends, faith-based or other social networks) immediately available to prevent my household from becoming literally homeless.</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>
Staff Certification
<p>By signing below, I certify that I have worked with the household to identify housing resources and solutions and believe, based on the information presented, that the household is eligible for services and will become literally homeless unless assistance is provided. Further, I certify that all supporting documentation required for enrollment has been obtained and verified and is contained in the participant's case file.</p> <p>Staff Name: _____</p> <p>Staff Signature: _____</p> <p>Date: _____</p>
HSP Supervisor Approval
<p>Staff Signature: _____</p> <p>Date: _____</p>

Appendix B (from NAEH, 2009, p. 10)

Partners Every Prevention Program Needs
<ul style="list-style-type: none"> ✓ Public and private agencies that administer emergency financial assistance ✓ Public and private first responders-- police, domestic violence shelters, homeless outreach services, hospital emergency rooms, etc. ✓ Legal services ✓ Local housing authority/public housing: subsidies and subsidized housing ✓ Private market landlords, housing management companies ✓ Specialized supportive housing programs ✓ Utility companies ✓ Job training and employment services, temporary labor agencies ✓ Childcare resources and public programs that subsidize childcare ✓ Consumer Credit Counseling Service (CCCS) agencies ✓ Mental health and chemical health assessment and treatment providers ✓ Youth development and child welfare providers

Appendix C – Office of Home Energy Programs (OHEP) Flier

Do You or Someone You Know Need Help Paying Heating or Energy Bills?

The Maryland Department of Human Services
Office of Home Energy Programs can help!

Income Eligibility Limits
Effective July 1, 2019 - June 30, 2020

Your eligibility is based on the income your household received
in the last 30 days.

HOUSEHOLD SIZE	MAXIMUM MONTHLY INCOME STANDARDS
1	\$1,821
2	\$2,466
3	\$3,111
4	\$3,755
5	\$4,400
6	\$5,044
7	\$5,689
8	\$6,334
FOR EACH ADDITIONAL PERSON, ADD	\$645



For more information call 1-800-332-6347 or go online to
www.dhs.maryland.gov/energy or contact a local office.

First Call For Help at 1-800-492-0618.

LOCAL OFFICE OF HOME ENERGY PROGRAMS TELEPHONE NUMBERS

- | | | | |
|---------------------------------------|-------------------------------------|--|-------------------------------------|
| Allegany County
(301) 777-8550 | Carroll County
(410) 857-2999 | Harford County
(410) 612-9909 | Somerset County
(410) 651-1805 |
| Anne Arundel County
(410) 626-1900 | Cecil County
(410) 996-0270 | Howard County
(410) 313-6440 | St. Mary's County
(301) 475-5574 |
| Baltimore City
(410) 396-5555 | Charles County
(301) 274-4474 | Kent County
(410) 810-7600 | Talbot County
(410) 763-6745 |
| Baltimore County
(410) 853-3385 | Dorchester County
(410) 901-4100 | Montgomery County
(240) 777-4450 | Washington County
(301) 797-4161 |
| Calvert County
(410) 535-1010 | Frederick County
(301) 600-2410 | Prince George's County
(301) 909-6300 | Wicomico County
(410) 341-9634 |
| Caroline County
(410) 819-4500 | Garrett County
(301) 334-9431 | Queen Anne's County
(410) 758-8000 | Worcester County
(410) 632-2075 |





Instructions for Filing an Application for Energy Assistance

- **Energy Assistance** is available to all Maryland residents who meet the eligibility requirements below.
- **Eligibility:** Maryland resident; responsible for paying energy costs; meets the income qualifications; submits an application with all required documents.
- **Energy Benefit Programs:** Electric Universal Service Program (EUSP), Maryland Energy Assistance Program (MEAP), Arrearage Retirement Assistance (ARA), and Gas Arrearage Retirement Assistance (GARA).

How to Apply

Step 1 Identify your local energy assistance agency

Identify the local Office of Home Energy Programs (OHEP) in the county where you live – see list of agency addresses on website, www.dhs.maryland.gov/OHEPlocal or by calling 1-800-332-6347

Step 2 Complete the energy assistance application

Customers may apply through one of the following methods:

- Apply in person at your local energy assistance office
- Call your local office to receive an application by mail
- Download and print an application from www.dhs.maryland.gov/energy
- Apply online at www.dhs.maryland.gov/benefits

If you have a termination notice you will need to contact the local office immediately to provide timely processing of your application.

Complete, sign and date the application before mailing and include the required documentation. The application cannot be processed without this documentation or a completed application. By not following the instructions processing your application could be delayed or denied.

Step 3 Required documentation

All applications must include copies of the following documentation to verify:

Photo ID for the Applicant; Social Security Cards for everyone in the household; Most recent electric bill; Most recent heating bill; Proof of Income for everyone in the household (provide all income received in the last 30 days) & Proof of Residency (current lease or current driver's license)

Step 4 Submitting the application package

Mail in or make an appointment with your local OHEP office to review your application. You may wish to call the local office to check on their walk-in schedule. If the application package is not complete, the agency will hold the application and contact you for the missing required information or return the package to you for completion. If the required information is not received within the stated time, the agency will deny the application. You will need to reapply and provide the completed application again.

Step 5 Approval Process

Please wait two weeks from the time of application to inquire about the status of your application. During July - November application volume is very high and processing may take longer.

Step 6 Roles and Responsibilities

The benefits are to help make energy costs affordable – they are not intended to pay your complete energy bill. You are responsible for making regular payments before, during and after energy assistance is applied to your account. Other energy resources are: Local DSS; Fuel Fund; Salvation Army; Churches

Step 7 When to reapply

OHEP accepts applications year around. However, grants may only be received once per program year.

