

LIFT 2.0 PROJECT CATEGORIES AND OUTCOMES GUIDE

CATEGORIES

Agencies applying for one or more of the below categories should read each description before applying for available LIFT 2.0 grants.

1. Outreach and Navigation	
Activity	Description
Outreach and Navigation	<ol style="list-style-type: none"> 1. Assertive outreach to engage individuals and build rapport to quickly move individuals out of homelessness. 2. Targeted encampment focus in collaboration with PfH and other stakeholders to determine locations and schedule. 3. Determine needs for each encampment and increase buy-in of unsheltered households in and out of encampments. 4. Enroll all clients served by outreach and navigation project into Coordinated Entry (CE). 5. Enroll all clients in outreach and navigation project within 72 hours of client consent to services. 6. Continued follow up with clients who initially refuse services. 7. Serve as subject matter experts on outreach best practices, local resources for navigation, and City of Atlanta geography of unsheltered population. 8. Create and maintain by-name list of all individuals in encampments to use for prioritization and tracking. 9. Assist enrolled with acquiring documents needed for housing. Obtain all key documents including ID, Birth Certificate, Social security card, and HUD McKinney (where applicable) and any other documents necessary to progress toward housing move in. 10. Serve as client champion for households enrolled in outreach and navigation, ensuring that clients remain in communication, engaged and working toward housing. 11. Work with housing providers to provide necessary documents, information, and warm hand-off of households served when they are referred to housing interventions.

2. Outreach, Navigation to Rapid Rehousing Case Management	
Activity	Description
Outreach and Navigation	<ol style="list-style-type: none"> 1. Assertive outreach to engage individuals and build rapport to quickly move individuals out of homelessness. 2. Targeted encampment focus in collaboration with PfH and other stakeholders to determine locations and schedule.

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	<ol style="list-style-type: none"> 3. Determine needs for each encampment, increase buy-in of unsheltered households in and out of encampments. 4. Enroll all clients served by outreach and navigation project into Coordinated Entry (CE). 5. Enroll all clients in outreach and navigation project within 72 hours of client consent to services. 6. Continued follow up with clients who initially refuse services. 7. Serve as subject matter experts on outreach best practices, local resources for navigation, and City of Atlanta geography of unsheltered population. 8. Create and maintain by-name list of all individuals in encampments to use for prioritization and tracking. 9. Assist enrolled with acquiring documents needed for housing. Obtain all key documents including ID, Birth Certificate, Social security card, and HUD McKinney (where applicable) and any other documents necessary to progress toward housing move in. 10. Serve as client champion for households enrolled in outreach and navigation, ensuring that clients remain in communication, engaged and working toward housing. 11. Transition clients within agency or caseload to Rapid Rehousing at the point of unit application.
<p>Rapid Rehousing Case Management</p>	<ol style="list-style-type: none"> 1. Provide proactive, home-based, face-to-face case management weekly to monthly depending on the needs of the household. Monthly minimum. 2. Ensure clients have utility service initiated prior to move in and have ongoing utility services. 3. Provide client transportation to tour rapid rehousing unit(s) and/or permanent housing placements. 4. Assist client with obtaining any outstanding key docs (ID, BC, SS, disability verification, etc.) and loading them into HMIS. 5. Developing, securing, and coordinating services and obtaining Federal, State, and local benefits including obtaining and increasing income. 6. Developing an individualized housing and service plan, including planning a path to permanent housing stability. 7. Ensures that all enrolled households transition to self-sufficiency through a progressive engagement model or in the event they transition to another subsidy will coordinate and ensure all activities in the transition. 8. Communications with property management to facilitate move-in and ongoing general facilitation between property management and client tenant counseling and mediation with property to maintain housing stability. 9. Assist clients with furnishing units, securing food (including foods stamps if applicable), etc.
<p>3. Rapid Rehousing Case Management</p>	
<p>Activity</p>	<p>Description</p>

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<p>Rapid Rehousing Case Management</p>	<ol style="list-style-type: none"> 1. Enter project vacancies in HMIS upon project setup. 2. Receive all referrals to Rapid Rehousing slots through Coordinated Entry. 3. Work with outreach and navigation teams for client hand-off to rapid rehousing project. 4. Provide proactive, home-based, face-to-face case management weekly to monthly depending on the needs of the household. Monthly minimum. 5. Ensure clients have utility service initiated prior to move in and have ongoing utility services. 6. Provide client transportation to tour rapid rehousing unit(s) and/or permanent housing placements. 7. Assist client with obtaining any key docs outstanding (ID, BC, SS, disability verification, etc.) and loading into HMIS. 8. Develop, secure, and coordinate services and obtain Federal, State, and local benefits including obtaining and increasing income. 9. Develop an individualized housing and service plan, including planning a path to permanent housing stability. 10. Ensure that all enrolled households transition to self-sufficiency through a progressive engagement model or in the event they transition to another subsidy will coordinate and ensure all activities in the transition. 11. Communications with property management to facilitate move-in and ongoing general facilitation between property management and client Tenant counseling and mediation with property to maintain housing stability 12. Assist clients with furnishing units, securing food (including foods stamps if applicable), etc.
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<p>4. Rental Assistance Intermediary</p>	
<p>Activity</p>	<p>Description</p>
<p>Application Fees</p>	<ol style="list-style-type: none"> 1. Administration of rental housing application fee that is charged by the owner to all applicants if not covered by hold fee. 2. Payment of application fees to be made directly to property owner or coordination of payment with case manager.
<p>Security, Deposit, Renters Insurance, Rental Payments, and Utility Payments</p>	<ol style="list-style-type: none"> 1. Rental security deposit that is equal to no more than 2 months’ rent. 2. Standard utility deposit required by the utility company for all customers for the following utilities: gas, electric, water and sewage; including payment in arrears when needed. 3. Up to 12 months of utility payments per program participant per service, including up to 2 months of utility payments in arrears, per service.
<p>Training and Administrative Support</p>	<ol style="list-style-type: none"> 1. Provide comprehensive training to provider agencies on check request and payment process including required supporting documentation. 2. Provide ongoing administrative support to ensure timely requests submitted with grant-required supporting documentation.

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Oversight of Tenant Balances	<ol style="list-style-type: none"> 1. Coordinate directly with rapid rehousing case management provider agencies designated point of contacts to process financial assistance requests. 2. Coordination with and monitoring of provider agencies to address gaps in timeliness and completion of check requests. 3. Coordination with property ownership and/or property management to resolve any payment discrepancies on tenant ledgers, including the provision of payment support documentation and lease records.
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5. Unit Acquisition (Minimum 100 units)	
Activity	Description
Housing Search and Acquisition	<ol style="list-style-type: none"> 1. Identification of units that are low barrier. Maintaining a current inventory of housing units and specific requirements for entry. 2. Negotiating the terms of the hold fee and issuing payment to property for hold fees up to 2 months rental amount. 3. Monitor and document appropriate application of hold fees in landlord ledgers. 4. Participation in routine rehousing meetings to include the rental assistance intermediary and case management entities. 5. Providing risk mitigation coverage. 6. Assessment of housing barriers, needs, and preferences and development of an action plan for locating housing. 7. Secure a portfolio of low barrier, handicap accessible units, and flexible short-term lease options. 8. Coordinate the issuance of welcome letters to approved households entering the acquired units. 9. Timely follow-up on all submitted applications and assist with denial appeals as they arise. 10. Assessment of housing for compliance requirements such as habitability, lead-based paint, rent reasonableness, and other funder requirements. 11. Develop and provide property engagement and onboarding process, including training on program model and funding sources, establishing clear expectations for all parties and clear lines of communication. 12. Serve as escalation point to assist with property mediation to maintain housing stability and advocate for tenants with property ownership and/or property management. 13. Use a tracking system TBD for acquired units (HMIS, Smartsheet, etc.).
Mediation	<ol style="list-style-type: none"> 1. Mediation between the program participant and the owner or person(s) with whom the program participant is living, provided that the mediation is necessary to prevent the program participant from losing permanent housing in which the program participant currently resides.

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Legal Services	1. Legal services, as set forth in § 576.102(a)(1)(vi), except that the eligible subject matters also include landlord/tenant matters, and the services must be necessary to resolve a legal problem that prohibits the program participant from obtaining permanent housing or will likely result in the program participant losing the permanent housing in which the program participant currently resides.
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6. Rapid Rehousing (Unit Acquisition, Rental Assistance and Case Management)

Activity	Description
Unit Acquisition	<ol style="list-style-type: none"> 1. Identify units that are low barrier. Maintain a current inventory of housing units and specific requirements for entry 2. Negotiate the terms of the hold fee and issue payment to property for hold fees up to 2 months rental amount 3. Monitor and document appropriate application of hold fees in landlord ledgers 4. Participate in routine rehousing meetings 5. Provide risk mitigation coverage 6. Assess housing barriers, needs, and preferences and develop an action plan for locating housing 7. Secure a portfolio of low barrier, handicap accessible units, and flexible short-term lease options 8. Coordinate the issuance of welcome letters to approved households entering the acquired units. 9. Timely follow-up on all submitted applications and assist with denial appeals as they arise 10. Assess housing for compliance requirements such as habitability, lead-based paint, rent reasonableness, and other funder requirements 11. Develop and provide property engagement and onboarding process, including training on program model and funding sources, establishing clear expectations for all parties, and clear lines of communication 12. Serve as escalation point to assist with property mediation to maintain housing stability and advocate for tenants with property ownership and/or property management. 13. Use a tracking system (TBD) for acquired units (HMIS, Smartsheet, etc.)

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<p>Rental Assistance</p>	<ol style="list-style-type: none"> 1. Application Fees <ul style="list-style-type: none"> Administration of rental housing application fee that is charged by the owner to all applicants if not covered by hold fee Payment of application fees to be made directly to property owner or coordination of payment with case manager 2. Security Deposit, Renters Insurance, Rental Payments, and Utility Payments <ul style="list-style-type: none"> Rental security deposit that is equal to no more than 2 months' rent Standard utility deposit required by the utility company for all customers for the following utilities: gas, electric, water and sewage; including payment in arrears when needed Up to 12 months of utility payments per program participant per service, including up to 2 months of utility payments in arrears, per service 3. Oversight of Tenant Balances <ul style="list-style-type: none"> Coordinate directly with case managers to process financial assistance requests Coordinating with and monitoring of case managers to address gaps in timeliness and completion of check requests Coordinate with property ownership and/or property management to resolve any payment discrepancies on tenant ledgers, including the provision of payment support documentation and lease records. Provide ongoing administrative support to ensure timely requests submitted with grant-required supporting documentation
<p>Case Management</p>	<ol style="list-style-type: none"> 1. Provide proactive, home-based, face-to-face case management weekly to monthly depending on the needs of the household. Monthly minimum. 2. Ensure clients have utility service initiated prior to move in and have ongoing utility services 3. Provide client transportation to tour rapid rehousing unit(s) and/or permanent housing placements 4. Assist client with obtaining any key docs outstanding (ID, BC, SS, disability verification, etc.) and loading into HMIS 5. Develop, secure, and coordinate services and obtain Federal, State, and local benefits including obtaining and increasing income 6. Develop an individualized housing and service plan, including planning a path to permanent housing stability 7. Ensure that all enrolled households transition to self-sufficiency through a progressive engagement model or in the event they transition to another subsidy will coordinate and ensure all activities in the transition. 8. Communicate with property management to facilitate move-in and ongoing general facilitation between property management and client Tenant counseling and mediation with property to maintain housing stability 9. Assist clients with furnishing units, securing food (including foods stamps if applicable), etc. 10. Mediation between the program participant and the owner or person(s) with whom the program participant is living, provided that the mediation is necessary to prevent the program participant from losing permanent housing in which the

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	<p>program participant currently resides</p> <ol style="list-style-type: none">11. Legal services, as set forth in § 576.102(a)(1)(vi), except that the eligible subject matters also include landlord/tenant matters, and the services must be necessary to resolve a legal problem that prohibits the program participant from obtaining permanent housing or will likely result in the program participant losing the4. permanent housing in which the program participant currently resides.
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7. Rapid Rehousing for Special Populations	
Activity	Description
Rapid rehousing case management and rental assistance intermediary	<ol style="list-style-type: none"> 1. Provide all required activities as outlined in each of the respective categories of rapid rehousing including: case management, housing search, and rental assistance as outlined in this Panel RFP document herein. 2. In addition to required case management activities, provide subject matter expertise related to supporting individuals and households who are victims of and fleeing domestic violence. 3. Receive referrals through both Coordinated Entry and Partnership Against Domestic Violence, the CoC’s dedicated CE access point for households fleeing domestic violence.
8. Permanent Supportive Housing	
Activity	Description
Housing Search and Navigation	<ol style="list-style-type: none"> 1. Receive referrals through Coordinated Entry for individuals who have been approved for the Georgia Housing Voucher Program (“GHVP”). Individuals will be chronically homeless with a verified severe and persistent mental illness. 2. Assess housing barriers, needs, and preferences and develop an action plan for locating housing. 3. Assess housing for compliance requirements such as habitability, lead-based paint, rent reasonableness, and other funder requirements. 4. Serve as escalation point to assist with property mediation to maintain housing stability and advocate for tenants with property ownership and/or property management. 5. Assist individual with securing a unit/landlord who accepts GHVP, complete application process, ensure individual has necessary documents, assist individual with navigating lease signing process. 6. Provide client transportation to tour unit(s).
Tenancy Supports	<ol style="list-style-type: none"> 1. Provide proactive, engaging, home-based, face-to-face case management on a weekly basis. 2. Ensure clients have utility service initiated prior to move in and have ongoing utility services 3. Assist client with obtaining any key docs outstanding (ID, BC, SS, disability verification, etc.) and loading into HMIS 4. Develop, secure, and coordinate services and obtain Federal, State, and local benefits including obtaining and increasing income utilizing the SOAR process for supplemental security income 5. Develop an individualized housing and service plan, including planning a path to permanent housing stability 6. Ensure that all enrolled households maintain their tenancy, abide by terms of lease and are a good neighbor utilizing harm reduction, and a trauma informed care

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	<p>approach, or in the event they transition to another subsidy will coordinate and ensure all activities in the transition.</p> <ol style="list-style-type: none"> 7. Communicate with property management to facilitate move-in and ongoing general facilitation between property management and client Tenant counseling and mediation with property to maintain housing stability 8. Assist clients with furnishing units, securing food (including foods stamps if applicable), etc.
Client directed connections to behavioral health care	<ol style="list-style-type: none"> 1. Provide individual directed linkages to behavioral health care based on the needs, preferences, desires, and goals as stated by individuals served. 2. Assist with ensuring individual is referred and a connection is made to appropriate level of community based behavioral health care including substance abuse treatment (outpatient, residential, support groups, etc.), ACT or ICM services and/or outpatient behavioral health supports. 3. Assist with transportation to ensure individual is able to attend necessary appointments. 4. Provide ongoing assessment of need and linkages to appropriate levels of care.

9. Voucher Application and Navigation

Activity	Description
Voucher application and navigation	<ol style="list-style-type: none"> 1. Assist clients with all aspects of voucher application for state and federally funded vouchers from subsidy identification, application completion, application submittal, unit identification, RTA or lease packet completion, and linkage to ongoing case management if not provided by agency. 2. Receive all project referrals through Coordinated Entry. 3. Enter data in HMIS within 72 hours of service. 4. Enter and manage vacancies to reflect voucher availability. 5. Obtain all key documents including ID, Birth Certificate, Social security card, and HUD McKinney (where applicable) and any other documents necessary to progress toward housing move in. 6. Serve as subject matter expert on the eligibility criteria for locally available vouchers and program aspects such as porting. 7. Develop a succinct guide for clients to outline including how to access, eligibility criteria, role of agency, and ongoing program elements once approved for locally available vouchers. 8. Develop and maintain relationships with local landlords that accept vouchers. Work with new landlords to educate them on voucher processes and increase unit capacity. Advocate on behalf of clients to landlords about accepting vouchers. 9. Monitor and request extensions to vouchers prior to expiration until client moves into housing. 10. Work with local organizations to clear outstanding warrants or identify and resolve other barriers including criminal that may pose a barrier to obtaining housing.

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	<ol style="list-style-type: none"> 11. Assist client with unit application including application and administration fees, travel to view the unit, and submission of application + follow up. 12. Provide linkage to local resources including food pantry, clothing closets, medical care, mental health care, etc.
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10. Diversion and Rapid Exit	
Activity	Description
Diversion and Rapid Exit	<ol style="list-style-type: none"> 1. Identify households new to homelessness or with resources to quickly exit homelessness 2. Conduct “problem solving conversations” with clients to identify client resources to quickly exit homelessness 3. Develop and maintain relationships with local landlords, including short term rentals, to increase access to housing for households exiting homelessness 4. Work with local supported employment, vocational or temp agencies to increase access to employment for households enrolled. 5. At least one team member to become SOAR certified and assist clients in applying for mainstream benefits where needed 6. Refer households willing to go to shelter to available beds. If no beds are available, continue referring until household can be placed in shelter. Continue working with households to exit shelter to permanent solution within 90 days of enrollment 7. Work collaboratively with outreach to engage unsheltered individuals and provide real time Diversion 8. Document all Diversion efforts in HMIS including enrollments, exit destinations, and referrals 9. Respond to all Diversion referrals within 24 hours of referral receipt. If agencies are not able to reach individual contact referring agency for connection 10. Provide a maximum of 90 days of case management services working toward household exit to permanent destination 11. Develop and maintain relationships with local shelters to provide Diversion services onsite on a rotating basis.

OUTCOMES

The overall outcome goals of the projects will be to increase CoC capacity for service provision to all households needing it across an array of service types. Performance outcomes for each key area are identified below. Applicants applying for more than one key area must be aware of and committed to achieving the performance outcomes below for each area the agency is applying for. Performance reports will be submitted to PfH monthly utilizing report templates provided by PfH and HMIS data. Outcomes may be reported publicly in performance dashboards. Outcomes will be finalized during

Email questions to [Summer Duperon](mailto:Summer.Duperon).

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contracting and may change based on program model changes; the list below identifies key areas expected to be monitored.

1. Outreach and Navigation only

- 90% of individuals enrolled in outreach and navigation will be referred to the housing queue in Coordinated Entry within 30 days of program enrollment
- 100% of individuals enrolled in outreach and navigation will be screened for needed identifying documents and assisted to obtain those documents
- 75% of households enrolled in outreach and navigation will become completely “document ready” (ID, SSC, and BC, all uploaded to HMIS) within 60 days of program enrollment
- 70% of households increase/maintain/obtain income and/or mainstream (income from non-employment including SOAR) benefits during program enrollment
- 100% of individuals who are linked to a permanent housing intervention through Coordinated Entry will be navigated and moved into that housing intervention.
- 50% of individuals enrolled will exit to a housing solution, such as emergency shelter, interim housing, permanent housing, or rapid rehousing

2. Outreach and Navigation to Rapid Rehousing

- *Outreach and Navigation*
 - 90% of individuals enrolled in outreach and navigation will be referred to the housing queue in Coordinated Entry within 30 days of program enrollment
 - 100% of individuals enrolled in outreach and navigation will be screened for needed identifying documents and assisted to obtain those documents
 - 75% of households enrolled in outreach and navigation will become completely “document ready” (ID, SSC, and BC, all uploaded to HMIS) within 60 days of program enrollment
- *Rapid Rehousing*
 - 100% of households enrolled in rapid rehousing will be completely “document ready” (ID, SSC, and BC, all uploaded to HMIS) within 60 days of enrollment.
 - 70% of households increase/maintain/obtain income and/or mainstream (income from non-employment including SOAR) benefits during program enrollment
 - 80% of leased-up households will move into housing within 60 days of project enrollment
 - 90% of leased-up households will have a housing stability plan entered in HMIS
 - 80% of leased-up households will exit to permanent housing
 - Report number housed monthly

3. Rapid Rehousing Case Management only

- 75% of households enrolled in rapid rehousing will be completely “document ready” (ID, SSC, and BC, all uploaded to HMIS) within 60 days of program enrollment.

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- 70% of households increase/maintain/obtain income and/or mainstream (income from non-employment including SOAR) benefits during program enrollment
 - 90% of leased-up households will have a housing stability plan entered in HMIS
 - 80% of leased-up households will exit to permanent housing
 - Report the number housed monthly
- 4. Rental Assistance Intermediary only**
- Report the number of rental assistance and utility payments made weekly
 - Report monthly spend down of all eligible client activities
 - Report monthly projections of total funds remaining
- 5. Unit Acquisition**
- Secure a minimum of 100 low barrier units that are move-in ready (final number to be finalized in contract based on agency application and funding)
 - Complete unit eligibility required documentation within 72 business hours of securing the unit
 - Execute hold fee agreements with property within 72 business hours
 - Report number of units anticipated to be acquired in the following week
 - Report monthly projections and monthly total spend down
- 6. Rapid Rehousing (Case Management, Unit Acquisition, and Rental Assistance)**
- 75% of households enrolled in rapid rehousing will be completely “document ready” (ID, SSC, and BC, all uploaded to HMIS) within 60 days of program enrollment.
 - 70% of households increase/maintain/obtain income and/or mainstream (income from non-employment including SOAR) benefits during program enrollment
 - 80% of leased-up households will have moved into housing within 60 days of project enrollment
 - 90% of leased-up households will have a housing stability plan entered in HMIS
 - 80% of leased-up households will exit to permanent housing
 - Report number housed monthly
- 7. Rapid Rehousing for Special Populations-Funds Available**
- 75% of households enrolled in rapid rehousing will be completely “document ready” (ID, SSC, and BC, all uploaded to HMIS) within 60 days of program enrollment.
 - 70% of households increase/maintain/obtain income and/or mainstream (income from non-employment including SOAR) benefits during program enrollment
 - 80% of leased-up households will have moved into housing within 60 days of project enrollment
 - 90% of leased-up households will have a housing stability plan entered in HMIS
 - 80% of leased-up households will exit to permanent housing
 - Report number housed monthly
- 8. Permanent Supportive Housing-Funds Available**

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- 98% of clients will remain in Permanent Supportive Housing or exit to a permanent destination
- 100% of leased-up households will have a housing stability plan entered in HMIS
- 70% of households increase or obtain income and/or mainstream (income from non-employment including SOAR) benefits during program enrollment.
- Report number housed monthly

9. Voucher Application and Navigation

- 90% of households referred and enrolled will apply for voucher
- 90% of households approved for voucher will be navigated to housing
- 100% of households that apply for voucher will receive all necessary identifying and evaluation documents for application prior to submission
- 100% of households that move in will be linked with ongoing case management and local resources
- 90% of households that move in will remain in voucher project or exit to a permanent destination
- Report number housed monthly

10. Diversion and Rapid Exit

- 15% of eligible households will be diverted/rapidly exited from the homeless system within 14 days
- 50% of eligible households will be diverted/rapidly exited from the homeless system within 30 days
- 80% of eligible households will be diverted/rapidly exited from the homeless system within 90 days
- 90% of unsuccessful exits with a known exit destination, will be referred to the housing queue in Coordinated Entry
- Report number of successful exits monthly