

## **MIAMI-DADE COUNTY HOMELESS TRUST**

## **POLICY & PROCEDURES**

**SUBJECT:** JOINT COMPONENT TRANSITIONAL HOUSING – RAPID REHOUSING  
(TH-RRH) STANDARDS OF CARE

**EFFECTIVE DATE:** 4/28/2025

**REVISED DATE:**

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**PURPOSE:** Miami-Dade County’s Continuum of Care (CoC) receives funding from the Department of Housing and Urban Development (HUD) to operate programs serving individuals and families in Miami-Dade County who are experiencing homelessness. Households are referred to housing assistance projects either leveraged from one of four local housing authorities, or as part of the Continuum of Care Program for Miami-Dade CoC administered by the Miami-Dade County Homeless Trust.

The Transitional Housing-Rapid Rehousing (TH-RRH), also referred to as the “joint component”, is one of the project components of the CoC. Persons are referred to TH-RRH based on Orders of Priority for Referral established by the CoC. Standards of Care governing TH-RRH Joint Component can be found on the Providers tab of the Homeless Trust website under the Continuum of Care Policies and Procedures section.

The TH-RRH Joint Component program offers crisis response transitional housing (TH) to eligible participants who may, after a short period of stabilization and service engagement, transition in place to a longer-term rental assistance and case management program component (RRH), or lease a new unit with a RRH subsidy, all while maintaining enrollment in one project. These options – TH only, TH to RRH through transition in place, and TH-RRH through leasing of a new unit – offer flexible housing and service assistance to participants with different needs and goals. Eligible participants may only access TH-RRH through the Miami-Dade CoC’s Coordinated Entry Process in accordance with the Miami-Dade CoC’s Orders of Priority. Operators of the TH-RRH Joint Component are encouraged to read the TH and RRH Standards of Care to understand how TH-RRH differs, learn about low barrier access, housing navigation, referral priorities, program and documentation requirements. Joint component projects are limited to 24 months of assistance. If a client utilizes 6 months of TH, they may only receive 18 months of RRH. For TH programs serving youth, the timeline for youth stabilization differs based on the youth's needs. Programs should provide a flexible timeline for youth to stabilize before transitioning into RRH. YHDP providers have a waiver to extend services to 36 months in the joint component project.

**SCOPE:** Joint Component Transitional Housing-Rapid Rehousing (TH-RRH).

### **Transitional Housing-Rapid Rehousing (TH-RRH)**

Beginning in the 2017 CoC Program competition, HUD announced that communities could apply for a new type of project that combines the activities of a transitional housing project with those of a rapid re-housing project. This project type provides a new way to meet some of the pressing challenges communities are facing. These projects provide a safe place for people to stay – in transitional housing – with financial assistance and wrap around supportive services determined by program participants to help them move to permanent housing as quickly as

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possible.

HUD limits the eligible costs for this component type to:

- Leasing of a structure or units, and operating costs to provide transitional housing
- Short- or medium-term tenant-based rental assistance on behalf of program participants in the rapid re-housing portion of the project
- Supportive services for the entire project and throughout the duration of a participant's enrollment
- HMIS for the entire project
- Project administration costs for the entire project.

### **Populations Appropriate for a TH-RRH Joint Component Program**

The TH-RRH Joint Component provides a new way to meet some of the pressing challenges that different subpopulations are facing:

- For **people living in unsheltered locations**, including encampments, TH-RRH Joint Component projects can reduce unsheltered homelessness by providing temporary, low-barrier housing to individuals and families while helping them quickly move to permanent housing.
- For **persons fleeing domestic violence**, TH-RRH Joint Component projects provide safe, temporary accommodation while participants search for an appropriate, permanent place to reside.
- **Youth and young adults**, especially in unsheltered locations, benefit from TH-RRH projects specially tailored to meet their unique developmental needs and help them move quickly into permanent housing with available supportive services to help them maintain that housing.
- **Client choice is the driving factor for CoC funded programs. In the joint component TH:RRH project for example, clients may choose to participate in support services, or not; they may choose to enter TH or go directly into RRH; they may choose where they move with RRH resources. To support a client choice, clients may be connected to Educate Tomorrow's Supportive Services Only (SSO) team who serve as unbiased advocates for YYA.**

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### Definitions

#### Chronic Homelessness

To be eligible for housing restricted to *chronically homeless* individuals or families under the CoC program, participants must meet the definition of chronically homeless. The definition of chronically homeless is:

- A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:
  - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, **and**
  - Has been homeless and living as described for at least 12 months\* or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.
- An individual who has been residing in an institutional care facility for less, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility; or
- A family with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets all of the criteria of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

[CoC and ESG Homeless Eligibility - Definition of Chronic Homelessness - HUD Exchange](#)

#### General Participant, or Participant, or Client

A general participant, also “client”, is a general term used to describe a person and/or household at any stage of engagement, enrollment, or exit from a CoC project such as emergency shelter, rapid rehousing, TH-RRH, and permanent supportive housing. A general participant is distinct from a project participant in that a general participant of the homelessness system need not be enrolled (with an entry date) in a CoC homelessness assistance project, whereas a project participant describes a person’s status only while actively enrolled in a homelessness assistance project.

#### Emergency Shelter

Emergency Shelter (ES) is a place for people who are experiencing homelessness to live temporarily when they cannot live in their previous residence and lack other safe housing options or resources to obtain housing. Emergency shelter facilities provide night-time accommodations

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and may include day-time accommodations and services associated with re-housing persons as quickly as possible.

### **Harm Reduction**

Harm reduction, or harm minimization, refers to a range of intentional practices and policies designed to lessen the negative social and/or physical consequences and reduce adverse impacts associated with various human behaviors, both legal and illegal. Harm reduction is used to decrease negative consequences of drug use and sexual activity without requiring abstinence, recognizing that those unable or unwilling to stop can still make positive change to protect themselves and others.

### **Homeless**

1. **Category 1: Literally Homeless.** Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  1. Person has a primary nighttime residence that is a public or private place not meant for human habitation;
  2. Person is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
  3. Person is existing an institution where they have resided for 90 days or less **and** who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
  4. Person left home because of physical, emotional, or financial abuse or threats of abuse and have not secured safe, alternative housing.
2. **Category 2: Imminent Risk of Literal Homelessness**
  1. Person will imminently lose their primary nighttime residence. Residence will be lost within 14 days of the date of the application for homeless assistance; and
  2. No subsequent residence has been identified; and
  3. Person lacks resources or support networks needed to obtain other permanent housing.
3. **Category 4: Domestic Violence.** Fleeing/Attempting to flee domestic violence, dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that related to violence against the individual or family member that either takes place in, or him or her afraid to return to, their primary nighttime residence (including human trafficking). And,
  1. person has no other residence; and
  2. person Lacks the resources or support networks to obtain other permanent housing.

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### Low Barrier Access

Offering low barrier access is a consumer-driven approach for people experiencing a housing crisis that seeks to provide immediate access to permanent housing with flexible, individualized service supports and few to no preconditions or behavioral contingencies.

### Permanent Supportive Housing

Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a qualifying disability in achieving housing stability. To be eligible for PSH under the federal Continuum of Care (CoC) Program, project participants must meet Category 1 of the federal homeless definition (below), and any additional eligibility criteria set forth in the Fiscal Year CoC Program NOFA under which the project was funded (e.g., be experiencing chronic homelessness). PSH projects adhere to low barrier access, including minimal preconditions such as sobriety or required participation in treatment. Supportive services are voluntary and offered to maximize housing stability and prevent returns to homelessness, as opposed to addressing predetermined treatment goals prior to permanent housing entry.

### Rapid Rehousing

Rapid Rehousing (RRH) is a project for persons experiencing homelessness that includes time-limited rental assistance and services. The goal is to help people obtain safe, adequate housing as quickly as possible and support the long-term retention of housing by building participant self-sufficiency.

### Trauma-informed

Trauma-informed care recognizes the presence of trauma symptoms and, when creating a person/family treatment plan, acknowledges the connection between trauma, behaviors, and family interactions.

### Trauma-responsive

Trauma-responsive care is the application of being trauma-informed. This “next step” of the treatment process is delivered according to the unique needs of the person who has experienced trauma, as well as the caregivers and family unit. Implementation is the difference between trauma-informed care and trauma-responsive care. A practitioner is being trauma-responsive with the application of trauma-informed knowledge.

### Transitional Housing

Transitional Housing (TH) is a program for people who are experiencing homelessness to live temporarily when they cannot live in their previous residence and lack other safe housing options or resources to obtain housing. Transitional Housing programs provide time-limited

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accommodations and specialized services associated with addressing barriers to housing and re-housing persons as quickly as possible.

### **TH-RRH Joint Component Essential Elements**

- Use a **low barrier access** approach with client-driven service models and a focus on helping people move to permanent housing as quickly as possible. Participants cannot be required to participate in treatment or services to receive assistance.
- Have **low-barriers to entry** and accommodate people with possessions, partners, pets, or other needs.
- Incorporate **client-choice** by helping participants find permanent housing based on their unique strengths, needs, preferences, and financial resources. Participants will choose when they are ready to exit the crisis housing portion of the project and move to permanent housing, with providers assisting participants with this move. Joint component TH:RRH YHDP providers must consider that youth may never have owned or rented a house and provide them with assistance with housing education, lease negotiations, and ongoing support in maintaining housing.
- Provide or **connect participants to resources** that help them improve their safety and well-being and achieve their goals. For example, youth may be connected to mentorship, permanent connections, education and training, employment assistance, health and wellbeing. Services rendered should comprehensively meet the needs of the youth.
- Target and **prioritize people experiencing homelessness with higher needs** and who are most vulnerable.

### **Rent Reasonableness**

Leasing or rental assistance funds in TH-RRH projects must comply with rent reasonableness as referenced by 24 CFR 578.49 and 24 CFR 578.51. The rent reasonableness standard is designed to ensure that program rents being paid are reasonable in relation to rents being charged for comparable unassisted units the same market.

The determination of rent reasonableness must be documented on the ***Rent Reasonableness Certification Form***. The Form shall record a comparison of no less than three unassisted units in the same general location of the selected unit.

### **Rent Calculation**

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The TH-RRH Program does not have minimum income requirements. However, independent verification of household income, assets and income dedications and disregards is required to determine the applicant's share of the rent, if applicable.

Income of program participants must be calculated in accordance with 24 CFR 5.609 and 24 CFR 5.611(a).

As a condition of participation in the TH-RRH program, applicants must supply such certification, release, information, or documentation as deemed necessary for independent verification. Third party documentation must be kept on file. When third party verification is not possible, participant self-attestation is an acceptable option but not for more than 25% of the annual prevalence of program participants.

### **Housing Standards, NSPIRE (National Standards for Physical Inspection of Real Estate)**

All units paid for with CoC rental assistance funds must meet certain basic Housing Quality Standards (HQS), or after October 1, 2025 [NSPIRE standards](#), prior to expending CoC funds on that unit.

HQS defined minimum quality housing standards based on key aspects of the physical unit and its location. NSPIRE shifts the inspection and compliance focus to resident health and safety measures while addressing the increase in multifamily properties and tenant and project-based vouchers. NSPIRE includes 3 inspection types: *Annual Self-Inspection*, *Critical-to-Quality*, and *Critical-to-Quality Plus*; and 3 inspection areas: (1) *Outside*, (2) *Inside*, and (3) *Unit*.

During an NSPIRE inspection, a rating system will be used that includes four categories, each with a designated response time: (1) life-threatening (24 hours), (2) severe (24 hours or 30 days), (3) moderate (30 days), and (4) low (60 days). A score will be calculated based on the number of deficiencies in each of the four categories found in each of the three inspectable areas. The score will be on a scale of 0-100 and a fail will be a score of 59 or less. If a property loses more than 30 points in the units alone, it will be an automatic fail. The scoring system is outlined in a notice published by [HUD on July 7, 2023](#). All units must additionally meet state and local codes.

### **NSPIRE Inspection Process (post October 1, 2025)**

#### **Lease-Up Inspection**

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Prior to entering into any lease agreement or move-in by the participant, the unit must be inspected and pass NSPIRE requirements.

Participants must be informed that the Program will not pay rent subsidy towards a unit that has not been approved in advance and in writing by the TH-RRH Program through issuance of a Move-In Authorization and that the participant may not sign a lease for or move into the unit before the Move-In Authorization has been issued.

- a. The Homeless Trust is responsible for submitting a request for an initial NSPIRE inspection to PHCD, which must take place within 5 days of the written request. The Trust shall copy the Housing Navigator or staff person assisting the participant with the housing search on the NSPIRE request.
- b. PHCD will inspect the unit and document the results on the NSPIRE Inspection Form. If deficiencies are found, the unit will not pass inspection, and the property owner or manager will be informed in writing of the deficiencies that must be corrected (Notice of NSPIRE Deficiencies). PHCD must also provide the Trust with the Notice of NSPIRE Deficiencies, who will forward it to the participant's assigned housing navigator/specialist or case manager (as applicable). Once all of the NSPIRE standards are met, PHCD (or Direct Payment RA Program Inspector, as the case may be) will issue a NSPIRE Compliance Certification.
- c. To facilitate housing placements as soon as possible, the Homeless Trust has adopted a local policy to shorten the period of time in which to make repairs after a filed initial inspection and to reject units if repairs are not made within such time period.

Re-inspection for unit approval must take place **within 10 days** of the Notice of Deficiencies. **No more than two inspections (the move-in inspection and re-inspection) will be undertaken.** If the unit fails the NSPIRE re-inspection, the unit will be rejected by the Program and the participant will be instructed to find another unit.

- d. Note: On initial inspection, PCHD (or Direct Payment RA Program Inspector, as the case may be) has the right to fail a unit if they feel the landlord will not make the repairs in a reasonable time or if there are many deficiencies noted on the first inspection. PHCD will notify the landlord in writing that the unit has been rejected and that the program participant will be seeking another unit.

### Annual Inspection

All assisted housing units must be re-inspected annually (within twelve months of the last

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inspection). Annual inspection must be timed to coincide with the participant's recertification and be scheduled ninety days in advance of the household's certification anniversary date. See Subsection 6 below regarding time provided to make repairs and abatement processes in event that repairs are not timely made.

### **Complaint Inspection**

An NSPIRE complaint inspection may be requested at any time in response to the following situations:

- Participant concerns regarding the safety of housing conditions or landlord's refusal to make repairs or maintain common areas.
- Landlord concerns regarding damages to the housing unit or participant's failure to maintain unit in a sanitary condition.
- Landlord submits claim to the RentConnect Risk Mitigation Fund.
- Housing Specialist or Trust concerns regarding the condition of the unit or common areas.

The inspection must take place within 5 days of the participant's request, however, if it constitutes an emergency and is potentially life-threatening, the inspection must take place immediately and no more than 24 hours of request for the inspection.

### **Exit Inspections for Units Provided Security and Move-in Deposits**

Exit walk-through inspections shall be conducted jointly by the participant, landlord, and the participant's Housing Specialist. The parties must utilize a Program Exit Inspection Checklist, which must be signed by the participant and landlord.

### **Landlord/Tenant Dispute & Claims for RentConnect Mitigation Funds**

In the event that there is a Landlord RentConnect Risk Mitigation Fund claim or dispute whether damage was caused by the participant, rather than normal wear and tear, a complaint inspection shall be requested, which shall be conducted by certified inspector. The results of the inspection shall govern the outcome of the claim or dispute. Such outcome shall also govern a determination whether the participant complied with program rules and the right to demand return of deposit funds. The landlord forfeits any right to retain deposit funds made by or on behalf of the participant or make claim against the Risk Mitigation Fund upon making repair to the unit prior to a dispute inspection.

### **Annual Inspections: Timely Repair, Rent Subsidy Abatement and Termination for NSPIRE Non-Compliance**

#### **a. Timely Repair**

The owner is responsible for curing all NSPIRE deficiencies within 30 days of written

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notice. However, if PHCD or CoC Program, in its sole discretion, determines that the NSPIRE violation(s) constitutes an emergency situation and is life threatening, the landlord must cure the NSPIRE deficiencies within 24 hours. The Program's share of the rent (rent subsidy) is subject to abatement and termination in the event that the landlord fails to timely cure the NSPIRE deficiencies.

### **b. Notice of NSPIRE Deficiencies and Abatement**

If the inspection finds that the unit is not in compliance with NSPIRE, the owner and Housing Specialist shall be informed by PHCD or CoC Program through a written Notice of NSPIRE Deficiencies. The Trust Housing Specialist will forward the notice to the tenant's assigned housing specialist or case manager. These deficiencies will describe the deficiencies and states that:

- i. The deficiencies must be cured within thirty days of the date of the Notice (or 24 hours if life-threatening);
- ii. If a unit does not meet NSPIRE within the time frame set out on the NSPIRE Notice, the rental assistance payment will be withheld on the first day of the following month ("abatement").
- iii. If the required repairs are not completed within the next 30 days, the Rental Assistance Agreement will be terminated immediately and pursuant to the terms of the Lease Addendum, the tenant will have the right to terminate the lease.

In the event that the rental assistance is abated, PHCD will immediately notify the Trust in writing. The Trust will forward notification to the participant's housing specialist or case manager, who will work with the participant to assist them with relocation or work with the Trust to determine whether the landlord will make necessary repairs within thirty (30) days of the abatement to allow the participant to remain, minimizing risk to housing instability. If the landlord does not make such repairs within the thirty-day period, the participant will be required to relocate.

### **c. Participant Action to Abate Payment**

While the participant remains obligated to pay their share of the rent, the participant can withhold such payment if the participant sends a certified letter at least seven (7) days before rent is due, which describes the dwelling unit's defects and requests that repairs be made. If the landlord does not make repairs before the participant's rent is due, the participant may withhold rent, however, the participant must be prepared to place the rent payment owed into a court registry if the landlord takes the participant to court to collect the rent. Once a legal action is initiated, the participant's rent must be deposited into the court registry until court resolves the matter. Under the Florida Residential Landlord and Tenant Act, the Program is exempt from state tenant abatement notice and court registry requirements.

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### **Lead-Based Paint Requirement** *(24 CFR Part 35)*

CoC recipients and subrecipients are expected to screen for, [disclose](#) the existence of and take reasonable precautions regarding the presence of lead-based paint in leased or assisted units constructed prior to 1978.

To learn how to identify lead-based paint, the types of deterioration and how to repair the problem, please complete HUD's [Lead Based Paint Visual Assessment Training Course](#).

### **Program Eligibility**

Program eligibility is determined by HUD for the different projects our CoC refers to. For the HUD CoC Program funded projects the CoC is required to establish an order of priority for referral, prioritize people experiencing chronic homelessness and serve households with a disabled member (must be the head of household for chronic homeless preferences). CoC subrecipients, or the Housing Authorities, must request and review documentation to ensure HUD program compliance as well as compliance with the tenant's obligations under the lease agreement. This review is performed at the time of a tenant's referral and annually thereafter. An interim recertification may be performed to document changes to tenant income.

Eligibility for Miami-Dade CoC TH-RRH Project is based on the following:

- a) The household must meet the federal definition of homelessness as found in Categories 1, 2, or 4 of such definition or, as may be required by referral.

### **Lease Agreement and Other Required Documents**

All CoC program participants in the RRH stage of the TH-RRH joint component must have a lease. The lease must be signed by both the owner (or designee) and program participant on or before the program enrollment effective date. Tenants must also be provided with all attachments listed in the lease. If the owner/operator has established property rules for effective management of the property, those property's house rules must be provided to the program participant at the

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time the lease is signed.

### **TH-RRH Project Rules**

TH-RRH operators must offer low barrier access. In doing so, they must adhere to the resident rights and participation requirements. If TH-RRH operators develop additional house rules for a property beyond these resident rights, the rules must be consistent with HUD requirements for operating HUD subsidized projects, must be reasonable, and must not create additional barriers to housing or infringe on tenants' civil rights. Developing a set of house rules is a prudent practice. By identifying both allowable and prohibited activities in housing units and common areas, project operators provide a structure for treating participants equitably and for making sure that participants treat each other with consideration. House rules are also beneficial in keeping the properties safe and clean and making them more appealing and livable for all participants. House rules must not create a disparate impact on participants based on race, color, national origin, religion, sex, gender expression or identification, disability, or familial status. Further information on house rules is found at HUD Handbook 4350.3 REV-1, paragraph 6-9.

### **Physical Inspections of Units**

In accordance with 24 CFR Part 5, Subpart G, and 24 CFR Part 200, Subpart P, HUD housing must be maintained in decent, safe, sanitary condition, and in good repair at all times. Any housing receiving HUD assistance must be maintained in a manner that meets the physical condition standards set forth in the regulations at 24 CFR Part 5 Subpart G, Section 5.703.

### **Definition of Supportive Services**

The supportive service provider will provide intensive voluntary Case Management to participants. In practice, this can look different for each participant. Ultimately, Support Services are restricted to the HUD approved activities outlined below. While all the activities listed below are allowed, sub-recipients may only budget for, and therefore may only request reimbursement for, those activities selected in their proposal and contract.

(1) ***Annual Assessment of Service Needs***. The costs of the assessment required by § 578.53(a)(2) are eligible costs.

(2) ***Assistance with moving costs***. Reasonable one-time moving costs are eligible and include truck rental and hiring a moving company.

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(3) ***Case management.*** The costs of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant(s) are eligible costs. Component services and activities consist of:

- (i) Counseling;
- (ii) Developing, securing, and coordinating services;
- (iii) Using the centralized or coordinated assessment system as required under § 578.23(c)(9).
- (iv) Obtaining federal, State, and local benefits;
- (v) Monitoring and evaluating program participant progress;
- (vi) Providing information and referrals to other providers;
- (vii) Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking; and
- (viii) Developing an individualized housing and service plan, including planning a path to permanent housing stability.

(4) ***Child care.*** The costs of establishing and operating child care, and providing child-care vouchers, for children from families experiencing homelessness, including providing meals and snacks, and comprehensive and coordinated developmental activities, are eligible.

- (i) The children must be under the age of 13, unless they are disabled children.
- (ii) Disabled children must be under the age of 18.
- (iii) The child-care center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.

(5) ***Education services.*** The costs of improving knowledge and basic educational skills are eligible.

- (i) Services include instruction or training in consumer education, health education, substance abuse prevention, literacy, English as a Second Language, and General Educational Development (GED).
- (ii) Component services or activities are screening, assessment and testing; individual or group instruction; tutoring; provision of books, supplies, and instructional material; counseling; and referral to community resources.

(6) ***Employment assistance and job training.*** The costs of establishing and operating employment assistance and job training programs are eligible, including classroom, online and/or computer instruction, on-the-job instruction, services that assist individuals in securing employment, acquiring learning skills, and/or 6 increasing earning potential. The cost of providing reasonable stipends to program participants in employment assistance and job training programs is also an eligible cost.

- (i) Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates.
- (ii) Services that assist individuals in securing employment consist of:

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- (A) Employment screening, assessment, or testing;
  - (B) Structured job skills and job-seeking skills;
  - (C) Special training and tutoring, including literacy training and prevocational training;
  - (D) Books and instructional material;
  - (E) Counseling or job coaching; and
  - (F) Referral to community resources.

(7) **Food.** The cost of providing meals or groceries to program participants is eligible.

(8) **Housing search and counseling services.** Costs of assisting eligible program participants to locate, obtain, and retain suitable housing are eligible.

- (i) Component services or activities are tenant counseling; assisting individuals and families to understand leases; securing utilities; and making moving arrangements.

- (ii) Other eligible costs are:

- (A) Mediation with property owners and landlords on behalf of eligible program participants.

- (B) Credit counseling, accessing a free personal credit report, and resolving personal credit issues; and

(9) **Legal services.** Eligible costs are the fees charged by licensed attorneys and by person(s) under the supervision of licensed attorneys, for advice and representation in matters that interfere with the homeless individual or family's ability to obtain and retain housing.

- (i) Eligible subject matters are child support; guardianship; paternity; emancipation; legal separation; orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking; appeal of veterans and public benefit claim denials; landlord tenant disputes; and the resolution of outstanding criminal warrants.

- (ii) Component services or activities may include receiving and preparing cases for trial, provision of legal advice, representation at hearings, and counseling.

- (iii) Fees based on the actual service performed (i.e., fee for service) are also eligible, but only if the cost would be less than the cost of hourly fees. Filing fees and other necessary court costs are also eligible. If the subrecipient is a legal services provider and performs the services itself, the eligible costs are the sub recipient's employees' salaries and other costs necessary to perform the services.

- (iv) Legal services for immigration and citizenship matters and issues related to mortgages and homeownership are ineligible. Retainer fee arrangements and contingency fee arrangements are ineligible.

(10) **Life skills training.** The costs of teaching critical life management skills that may never have been learned or have been lost during the course of physical or mental illness, domestic violence, substance abuse, and homelessness are eligible. These services must be necessary to assist the program participant to function independently in the community. Component life skills

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training are the budgeting of resources and money management, household management, conflict management, shopping for food and other needed items, nutrition, the use of public transportation, and parent training.

(11) ***Mental health services***. Eligible costs are the direct outpatient treatment of mental health conditions that are provided by licensed professionals. Component services are crisis interventions; counseling; individual, family, or group therapy sessions; the prescription of psychotropic medications or explanations about the use and management of medications; and combinations of therapeutic approaches to address multiple problems. 7

(12) ***Outpatient health services***. Eligible costs are the direct outpatient treatment of medical conditions when provided by licensed medical professionals including:

- (i) Providing an analysis or assessment of an individual's health problems and the development of a treatment plan;
- (ii) Assisting individuals to understand their health needs;
- (iii) Providing directly or assisting individuals to obtain and utilize appropriate medical treatment;
- (iv) Preventive medical care and health maintenance services, including in home health services and emergency medical services;
- (v) Provision of appropriate medication;
- (vi) Providing follow-up services; and
- (vii) Preventive and non-cosmetic dental care.

(13) ***Outreach services***. The costs of activities to engage persons for the purpose of providing immediate support and intervention, as well as identifying potential program participants, are eligible. (i) Eligible costs include the outreach worker's transportation costs and a cell phone to be used by the individual performing the outreach. (ii) Component activities and services consist of: initial assessment; crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; actively connecting and providing people with information and referrals to homeless and mainstream programs; and publicizing the availability of the housing and/or services provided within the geographic area covered by the Continuum of Care.

(14) ***Substance abuse treatment services***. The costs of program participant intake and assessment, outpatient treatment, group and individual counseling, and drug testing are eligible. Inpatient detoxification and other inpatient drug or alcohol treatment are ineligible.

(15) ***Transportation***. Eligible costs are:

- (i) The costs of program participant's travel on public transportation or in a vehicle provided by the recipient or subrecipient to and from medical care, employment, child care, or other services eligible under this section.
- (ii) Mileage allowance for service workers to visit program participants and to carry out housing quality inspections;
- (iii) The cost of purchasing or leasing a vehicle in which staff transports program

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- participants and/or staff serving program participants;
- (iv) The cost of gas, insurance, taxes, and maintenance for the vehicle;
  - (v) The costs of recipient or subrecipient staff to accompany or assist program participants to utilize public transportation; and
  - (vi) If public transportation options are not sufficient within the area, the recipient may make a one-time payment on behalf of a program participant needing car repairs or maintenance required to operate a personal vehicle, subject to the following:
    - (A) Payments for car repairs or maintenance on behalf of the program participant may not exceed 10 percent of the Blue Book value of the vehicle (Blue Book refers to the guidebook that compiles and quotes prices for new and used automobiles and other vehicles of all makes, models, and types);
    - (B) Payments for car repairs or maintenance must be paid by the recipient or subrecipient directly to the third party that repairs or maintains the car; and
    - (C) The recipients or subrecipients may require program participants to share in the cost of car repairs or maintenance as a condition of receiving assistance with car repairs or maintenance.

(16) **Utility deposits.** This form of assistance consists of paying for utility deposits. Utility deposits must be a onetime fee, paid to utility companies.

### **Absence from Program Assisted Unit**

1. The TH-RRH rental assistance payments on behalf of a participant will continue if the participant is institutionalized. If this occurs, the project shall re-calculate the tenant rent to \$0. The project provides for up to 90 days of leasing assistance while the participant is institutionalized. For the purposes of this policy, local jails are considered an institution.

2. If the household members are absent from the unit for over 30 days for personal reasons, the program participant may request, and the project may approve the absence. If the absence continues for more than 90 consecutive days without contact, the project must terminate the participant from the program. The project shall make a final decision regarding termination of program participation. For the purposes of this policy, absence from the unit means:

#### ***Institutions***

- a. If the participant is in an institution, the case manager or program manager will document the date the participant was admitted into the institution, or if not attainable the absence was discovered as the participant's first of 90 days.
- b. The participant will be notified if appropriate, as to the intent of the project's intent to terminate services.

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- c. Appropriate support services will be arranged as possible and documented in the HMIS case notes.

### ***Abandonment***

In some instances, a program participant may not return to their unit for a variety of reasons. In that scenario,

- a. The Case Manager will document their attempts to locate the participant, generally starting with hospitals, jails, medical examiner.
- b. If the above does not work to locate a participant, the Case Manager will reach out to the Program Manager, and to the participant's Emergency Contact.
- c. The Program Manager will send a certified letter to the participant's mailing address requesting a response, indicating the date the participant would eclipse 90 days missing and the intent of the TH-RRH project to terminate services on the 91st day.
- d. The 90 days starts the day the Participant was discovered missing if the Program Manager is unable to establish the last day of contact.

### **Discrimination**

TH-RRH programs must comply with the CoC's [Grievance Standards for SSO & PH](#).

#### ***1. Right to File a Complaint***

An Applicant or participant who believes that they have been discriminated against on the basis of disability has the right to file a complaint under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act (Section 504) under the project's Grievance Policy. The TH-RRH program management will review and investigate (if necessary) all complaints and must submit an incident report to the Homeless Trust for any allegations of staff on tenant discrimination. Any person whose requests for accommodations are not fully granted by the project shall be informed of their right to file a complaint or grievance. Individuals who believe they have been discriminated against on the basis of disability (including failure to provide reasonable accommodations), race, national origin (including the failure to provide access to services to people with limited English proficiency) may also file a complaint with the Homeless Trust and/or the Miami HUD field office.

### **Termination Policy**

In general, the CoC expects the TH-RRH project to make every effort to maintain leasing

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assistance with the participant. However, there are circumstances in which there may be a need for some type of termination – either from the unit or from the TH-RRH program itself.

Pursuant to 24 CFR 578.91 (b)(1) the TH-RRH project may terminate assistance to a program participant who violates program requirements or conditions of occupancy. Termination under this section does not bar the TH-RRH project from providing further assistance at a later date to the same individual.