

Appendix A

Brief Descriptions of Funded ERAP Housing Stability Services and Examples of Eligible Activities for Housing Navigation and Housing Retention

Application Assistance to households to complete the VERAP application and recertifications.

Credit Repair/Money Management - financial literacy services related to obtaining/maintaining permanent housing.

Housing Navigation Services³ to provide logistical and housing support to households:

- Identify housing barriers, needs/preferences, and explore resources and opportunities within a household's natural support network;
- Work to address barriers to project/housing admissions (e.g., criminal record, credit report, utility arrears, unfavorable references);
- Develop action plan for locating housing, and support housing search and placement;
- Provide outreach and negotiate with landlords;
- Work closely with housing providers regarding eligibility documentation and verification;
- Follow-up on referrals to housing to support enrollment;
- Assist with submitting rental/housing applications and understanding leases;
- Ensure the living environment is safe and ready for move-in (facilitate inspections);
- Support compliance with fair market rent and rent reasonableness, if applicable;
- Assist in arranging for/supporting move (set up utilities, moving arrangements, etc.);
- Find resources to support move-in (security deposit, moving costs, furnishings, costs to support home-sharing, other one-time costs);
- Provide education on the role, rights, and responsibilities of the tenant and landlord;
- Develop a housing support crisis plan that includes early prevention/intervention when housing is jeopardized; and
- Identify other service needs/ongoing retention support needs and connect client to mainstream services and benefits.

Housing Retention Services⁴ to provide ongoing, individualized support and coordination for households once stabilized in permanent housing.

- Provide early identification and intervention for behaviors that may jeopardize housing, such as late rental payment and other lease violations.
- Coach on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy.
- Assist in resolving disputes with landlords and/or neighbors to reduce risk of eviction or other adverse action.
- Advocate and link with community resources to prevent eviction when housing is, or may potentially become jeopardized.
- Assist with the housing recertification process.

³ DCF definition of Housing Navigation Services

⁴ DCF definition of Housing Retention Services

- Coordinate with the tenant to review, update and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
- Continue training in being a good tenant and lease compliance, including ongoing support with activities related to household management.
- Connect the household to mainstream services and benefits

Landlord Outreach & Education through projects that serve a regional, or otherwise defined community, and are dedicated to ensuring landlords are aware of ERAP resources and assist landlords through the application process.

Legal Services for eligible households to resolve legal problems related to obtaining and/or maintaining permanent housing.