Program Overview

Goals/Objectives

The program goal is to support clients in reestablishing a sustainable living environment without duplication of benefits.

The objective of the Red Cross Sandy recovery program for move-in assistance is to assist clients in moving from temporary housing situation to a sustainable housing solution.

Timeframe

Program will be monitored closely to determine end date.

Eligibility for Casework assistance

An individual whose primary home has been destroyed as a result of Superstorm Sandy and client has been unable to establish sustainable living situation as of 12/17/12.

Eligibility for Move-in Assistance

Client's primary home has been destroyed (made uninhabitable) as a result of Superstorm Sandy;

AND

Client has a demonstrated financial need which is preventing them from establishing a long-term, sustainable living situation;

AND

Client has not received other funds (governmental or non-governmental) that meet the same financial need;

AND

Red Cross move-in assistance, when combined with all other resources, will allow client to move into long-term housing which is financially sustainable by the client;

AND one of the following three applies

1. Client was living in TSA-funded hotel as of 12/17/12; or
2. Client has a Max Grant from FEMA; or
3. Client is ineligible for FEMA assistance.

Referrals from partner agencies are accepted as long as they meet the eligibility criteria.

Sequence of Assistance

American Red Cross caseworkers will make contact or attempt (at least one time) to make contact with all the clients in the priority groups before moving to the next priority group.

Primary outreach regarding the benefits available through this program will begin with American Red Cross Client Caseworkers reaching out to clients residing in hotels under the FEMA TSA Program. The list of these clients will be provided by FEMA to the American Red Cross.

The next focus population will be the FEMA Max Grant population. Additionally, other clients who have been pre-screened and meet the specified eligibility criteria will be assisted in the order in which the American Red Cross received the screening sheet and/or referral sheet requesting services. These are clients that may have slipped through the cracks of the current support systems, such as undocumented households. These clients should be maintained on the Active Client List. Additional teams should be delegated to address this population's needs.

As the messaging of the benefits available through this recovery program begins to spread, an increase in in-bound calls to call centers and local field units is anticipated. In order to track these requests for service and to determine sequence of assistance, screenings should be conducted at the call centers or local field units and a client contact list should be established and maintained by client casework.

Superstorm Sandy Modified Price List 2013

Total assistance is not to exceed $10,000 per case.

All requests for financial assistance must be reviewed and approved by a casework supervisor or program manager through CAN before a program approved authorizer can submit a F102 request to Shared Services or local finance units. For questions on this process; Refer to the "Hurricane Sandy Recovery Program Move-in Assistance Program Financial Procedures for Casework"

Home Repairs

Home Repairs - Repairs must make owner-occupied primary residence habitable. Eligible repairs can include items to protect belongings from additional damage, such as tarps, window repairs, door repairs, pump house, roof patch, etc. Eligibility can also be approved if ARC program funding can be coupled with other funding sources to establish sustainable housing.

Rent

First/Last month's rent - Casework should define if the client is able to pay all or a portion of their first/last month's rent. Program assistance should only be provided for the amount the client is not able to pay on his/her own utilizing available resources, including FEMA housing assistance.

Security Deposit

Security Deposit - May exceed the amount of one month's rent up to two months.

Utility Deposits

Utility Deposits - May be paid to establish services at a new residence when no other arrangements can be made to have the deposit transferred or waived. Reconnection fees are allowed for those clients utilizing funds for home repairs in their existing permanent residence. Reasonable past-due utility bills are eligible if casework defines those fees as a barrier to obtaining housing.

NOTE; Includes water, electricity, gas, trash, oil for heat, etc. If client previously had an account with the utility company in their name, an attempt should be made to have the utilities changed to the new address at no charge. Cable/Satellite is not eligible under this program.

Other Housing Related Expenses

Other Housing Related Needs - Reasonable housing application fees, storage, moving costs, brokerage fees and certificate of occupancy related items.

Transportation

Rental of a car or truck (7 day limit) and/or cost for public transportation (up to 14 days) required for moving are eligible ONLY after sustainable housing has been verified. This also includes plane/rail/bus tickets to get to new housing location. Needs are identified through casework.

Temporary Housing

Temporary Housing is considered an eligible program expense Up To 30 days. It is required that the client has identified and is eligible for sustainable housing and has exhausted all other sources of temporary housing. Client eligibility should be determined by case management.

Furniture and Appliances

Furniture and Appliances are considered eligible items and allowable under two circumstances 1) as a necessity for the client moving into/ or move back into sustainable housing (i.e. the housing has no furniture or essential appliances such as a stove or refrigerator) or 2) the client has secured housing and moved in, but needs the essential items for sustainable living (ie the home/rental unit does not have essential furniture or appliances for sustainable living. See F/A table for allowable items under this category.

The total limit for furniture and appliances is based on the number of people in the household. See limits below

1 person household $3000
2 person household $4000
3 person household $5000
4 or more $6500

No estimates are needed for furniture. For those items deemed essential for sustainable living, the maximum amount for that piece of furniture or appliance should be given. The price list should not used as a shopping list, it is only for those items that are essential for sustainable living, and not able to obtain elsewhere.

Documentation for Sustainable Long Term Housing Eligibility

All documents required for Renter/Homeowner;

1. Lease or Completed Landlord Verification Form (Renter)
NOTE: For undocumented populations a notarized promissory note/attestation from a 501 (c) community partner verifying rental amount and sustainable housing. (Expense Form still required for determining Sustainable Housing). For clients renting from family or private individual, a completed landlord verification or lease is required.

2. Contractor (Homeowner);
   a. Estimate from licensed contractor on form or letterhead
   b. Statement of repairs and opinion if disaster related or deferred maintenance/ with signature
   c. Contractor's License State
   d. Contractor’s Tax ID #

3. Statement from utility company that the client’s home is eligible to be connected/reconnected after deposit/payment made (Renter or Homeowner).

Completed Client Income/Expense sheet indicating proposed total monthly housing expenses are within 50% of monthly gross income (Renter or Homeowner). The client must meet the guidelines to be eligible, but no supporting income or expense documentation is required for client eligibility.
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Income/Expense sheet required fields:
1. Record only expenses for
   a. Rent/Mortgage
   b. Utilities
   c. Telephone
   d. cable/internet
2. Total these expenses
3. Record total monthly income
4. Divide total expenses by total monthly income
5. Record % here (equal to or below 50% is approved)

5. Retroactive payments for eligible expenses are allowable if purchased after October 30, 2013. All documentation listed in this section is required for retro payments.

Client Consent

Clients must sign a release of information form for the Red Cross to obtain personal information for case management purposes as well as for their personal information to be entered into the CAN system.

Client consent to be case managed by Red Cross:
- Client will sign one release of information form that allows information to be shared with Red Cross, FEMA, and CAN.
- If client declines to be case managed by Red Cross, referrals to other case management agencies should be made

Client consent to be entered into CAN System:

- Written consent must be obtained from each head of household in order for record to be put into CAN database
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Appeal/Exception Process

All exceptions and appeals should be submitted in writing from a casework <u>supervisor</u> or higher and sent to the Senior CLS or LTR staff on site. Ensure that in the exceptions include;

a. the Client name
b. CAN ID
c. detailed description of the client need for exception to the current program parameters

Written explanation should be included with the 102 submitted to finance.

Any request to exceed the $10,000 program maximum must be submitted to the HQ Executive Director for review and approval.

Case Transition/Referred

See Case Closure and Transfer Protocols. .

<u>Forms/Tools:</u>

- Client Consent to share information (signed)
- FEMA – Written Consent for Release of Client Info
- Land Lord Verification Form (LLV) “OR” Lease or Partner Attestations (undocumented populations)
- Home Repair Estimates – Contractor Form or Formal Estimate
- Transitional Housing Estimate/Bill
- Transportation estimates (moving trucks, car rental, etc)
- Utility Bill/s (most current)
- Statement from Utility Company for Reconnection
- Client Attestation Letter (signed)
- W9 (Every effort should be made to acquire) a note should be placed in the email requesting the check stating that “Landlord declined W9” to ensure check request is processed timely
- Any receipts - if client is receiving assistance via reimbursement
- Recovery Plan (LTR Case management Only)