



COMMUNITY ACTION PROGRAM

EVICTON DIVERSION POLICY & PROCEDURE

July 14, 2023
Revised

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I. PROGRAM OVERVIEW

The city of Glendale is the recipient of U.S. Department of the Treasury Emergency Rental Assistance funds to make payments to certain recipients to provide financial assistance and housing stability services for eligible households. This program is administered through the City's Community Action Program (CAP), a division of Community Services.

The city of Glendale has entered into terms and conditions that govern the administration of this funding and is obligated to define policies and procedures that ensure regulatory compliance, reasonable validation, and fraud-prevention procedures to prevent abuse.

II. NON-DISCRIMINATION AND EQUAL ACCESS

The city of Glendale does not discriminate against any person and provides equal access to all applicants and participants with disabilities or limited English proficiency by providing reasonable accommodation, modification, auxiliary aids, and services necessary to accommodate a disability or to address a language barrier.

III. REPORTING

The city of Glendale is required to provide quarterly reports to the U.S. Department of the Treasury which will include the following at a minimum: address of the rental unit, gender, race, and ethnicity of the primary applicant, payee information for landlords or utility companies, and benefit details. Quarterly reports may contain confidential information and may not be subject to public disclosure.

IV. DATA PRIVACY AND SECURITY

In accordance with the City's obligation under ARS Sec. 44-1373 to protect individuals' personal identifying information, (and to shield the information from efforts to designed to otherwise obtain this information), information about tenant applicants shall be kept confidential unless the individual concerned provides express written consent authorizing disclosure for any purpose other than to aid in the processing of the tenant's application. This program will be administered under the requirements of the city of Glendale's Data Handling and Classification Policy and Procedures. Under this policy, a tenant applicant's name and address are confidential and are not subject to public disclosure. The name and address of any individual or entity to whom a payment is made is subject to public disclosure.

V. FRAUD PREVENTION

The city of Glendale is required to administer the program in accordance with established policies that are designed to be as flexible as possible while ensuring appropriate controls to prevent fraud or abuse of the program. In doing so, city staff is authorized to request additional documentation from the applicant if inconsistent or conflicting information is received while determining program eligibility. All separately stated attestations of material information will include the following certifying statements:

- All information and documents provided are true, correct, and complete.
- The household (or landlord) has not received and does not anticipate receiving another source of public or private subsidy or assistance for the rental costs associated with this application.
- The city of Glendale is authorized to speak to anyone necessary to obtain documents or other verification necessary to determine eligibility (applies to applicants only).
- The payment received in the amount shown shall be applied to rent and/or applicable fees for the Tenant indicated.
- I understand that making false statements or providing inaccurate, incomplete, or altered documents is subject to legal penalties which may include criminal charges, fines, and/or repayment or denial of benefits.

VI. TENANT APPLICATION PROCESS

Tenant applicants can apply directly online at www.glendaleaz.com/cap.

Any household member may apply for assistance on behalf of a renter household and is shown on the application as the head of household. The head of household must reside in the home and provide all required documentation for the other household members.

Any applicant that needs help completing an application may seek assistance in any of the following ways:

Visit any Glendale Public Library where public computers and document scanners are available, and staff can provide technical assistance.

Request preliminary application intake by phone by calling 623.930.2854 (this will reserve a date order for processing).

Call 623.930.2854 to request reasonable accommodation, modification, auxiliary aid, or service necessary to accommodate a disability or to address a language barrier.

VII. LANDLORD APPLICATIONS

A landlord may apply for assistance on behalf of a tenant with the tenant's permission. Landlord's wishing to apply on behalf of a tenant are required to submit all required documentation needed to determine the tenant's eligibility for the program as identified in the sections below. A Landlord Application consists of all of the following elements, incomplete applications will not be accepted.

- Tenant Identification
- Tenant Proof of Income
- Lease Agreement
- Landlord Verification Form

Completed Landlord Applications packets should be combined into one pdf document and emailed Landlordassist@glendaleaz.com.

A. PROCESSING LANDLORD APPLICATIONS

Upon receipt of a landlord application packet, the following procedure will be followed:

1. Packet Review

If incomplete, landlord will be notified by email of actions needed. No further action will be taken until documentation is complete. If application is complete, proceed to step 2.

2. Create Case in CAP60

Create case under tenant's name. Review screening criteria to determine if priority processing is required. Assign appropriate case status.

3. Process In Date Order

Applications filed by a landlord on behalf of a tenant will be processed based on priority designation, then by date received along with Tenant-initiated applications.

VIII. APPLICATION PROCESSING AND PRIORITY SCREENING

Processing of applications will begin based on the order they are received. Upon receipt, all applications will be pre-screened and assessed for priority contact if any of the following circumstances apply:

- Any household member has been unemployed for 90 days or more
- Annual household income is below 50% of area median income
- Household is currently experiencing homelessness
- Household has received a notice to appear in court for eviction for non-payment of rent
- Households that have not been previously assisted in the past 120 days for rent
- Households willing to participate in Glendale THRIVE program

Under conditions of extreme crisis, an applicant may be considered for immediate assignment if the following conditions exist:

- ***Resident has applied for rental assistance, and***
- ***Has received a court summons to appear in court for an eviction hearing, or***
- ***Is at least 45 days past due on rent***
- ***Household includes a qualifying member (child under 5, elderly over 65, verified disability or medical condition that would be greatly exacerbated by an eviction).***
- ***Recommendation of immediate assignment requested by constable, police, fire personnel or other community members trained and experienced in matters of health and safety concerns.***

Applications cannot be fully processed for payment until they are complete, and all documents are collected which may impact an individual household's processing time, eligibility decision, or payment order.

IX. PROGRAM ELIGIBILITY

Renter households that meet all three of the following requirements are eligible to receive assistance for Rent and/or Utility & Home Energy Costs incurred within 90 days of the date of application based upon funding availability. Documentation related to each of the eligibility requirements is identified in each of the sections below. Utility & Home Energy Cost assistance requests will only be considered using ERA2)(Eviction Diversion) funding if other funding sources are not available to the applicant due to depleted funding or income guidelines.

A. FINANCIAL HARDSHIP

For ERA-2, a household meets the financial hardship eligibility if they had a financial hardship during the COVID-19 pandemic.

1. Unemployment Verification

Applicants must provide proof of being unemployed. Written attestation signed by the applicant, included in the application, or sent by email from the address used to create the application; or, other relevant documentation will only be accepted in cases where a past employer cannot be verified, income was cash-based or if household has no qualifying income. Affected household member does not have to be unemployed at the time of application to demonstrate this eligibility requirement, but the unemployment status must have been within the 90 days prior to the application.

2. Financial Hardship Verification

Verification of financial hardship must be provided. Written attestation signed by the applicant, included in the application, or sent by email from the address used to create the application describing the household's financial hardship may be considered when no other verification is available. For this ERA2 funding, the financial hardship must have occurred during the COVID pandemic and within 90 days of the date of the application. A crisis that happened prior to the 90 days, but financial hardship was not evident until the 90 days prior to the application may be considered on a case-by-case basis and with CAP Administrator approval. See Appendix A for examples of relevant financial hardships.

B. RISK OF HOUSING INSTABILITY

To meet this eligibility criteria, one or more individuals within the household must have a demonstrates a risk of experiencing homelessness or housing instability. In most cases, this risk will be evident as a result of a past due rent, utility, or home energy obligation. Either court documentation or a minimum of 45 days past due is required to demonstrate housing instability because of past due rent. See Page 11 (D)

1. Risk Verification

Evidence of one or more of the following using an official document.

- a) One or more household members, 18 years of age or older that were previously employed and contributing to the household financially

are now currently unemployed within the past ninety (90) days and have been unsuccessful in obtaining employment.

- b) Past due rent resulting in scheduled court proceedings, electric, gas, or water/trash bill indicating threat of disconnect
- c) Less than 30 days credit on pre-paid electric bill
- d) Monthly rent is more than 30% of household income
- e) Displaced during the pandemic and living in overcrowded conditions based on the total number of individuals in the home and number of bedrooms
- f) Became homeless during the pandemic and unable to self-stabilize after obtaining housing.
- g) Have been served with a 5-day notice to vacate or an eviction judgment. These must be issued by a judge or a court official, not by a landlord. For applicants over 45 days past due that have not been issued a court document, verification of an imminent danger of eviction can be obtained by landlord or property manager collaterally to demonstrate that a court filing is imminent.

C. INCOME ELIGIBILITY

To meet this eligibility requirement, the total household income of all adults 18 years or older must be at or below 80% of area median income. All income will be annualized to determine eligibility in accordance with the table shown in Appendix B.

1. Other Agency Determination Letter

Any applicant may utilize a determination letter from another government agency that verified the applicant's household income within the last twelve months, to be at or below 80% of area median income as their proof of qualifying income for the program. Staff will utilize access to other agency systems and resources as available to obtain income verification in accordance with U.S. Treasury's guidance on categorical eligibility.

2. Monthly Income Verification

A minimum of 30 days current income at either the time of application or the time of processing is required. If there is a lapse between application date and processing date of more than 30 days, the applicant will not be required to provide additional income documentation. The following is a list of acceptable income verification in order of preference.

- a) Paystubs or other wage statements.
- b) Bank statements demonstrating regular income or an attestation from an employer.
- c) Attestation from a caseworker or other professional with knowledge of the household's circumstances certifying that the household income qualifies for assistance. Caseworker will verify verbally by phone with the

other professional

d) If any of the following apply, a written attestation without further documentation signed by the applicant or sent by email from the address used to create the application may be accepted upon approval of the Community Action Program Administrator. Written attestations will only be considered when all other efforts to verify income have been exhausted.

(1) Income cannot be verified because of COVID (for example a business that has closed)

(2) Income was received in cash

(3) Household has no qualifying income

e) For situations where a reasonable accommodation is necessary to accommodate disabilities, extenuating circumstances related to the pandemic, or lack of technology access, the Community Action Program Administrator may approve a verbal attestation of income provided by the applicant, witnessed by two city of Glendale employees, and documented in writing certifying the statement with their signature, name, employee identification number, and date.

f) More than 30 days of income documentation may be provided by the applicant to demonstrate eligibility, for example:

Upon application, a family of four's currently monthly income is \$6,000. Extrapolated over 12 months, is \$72,000 and the household would not be qualified.

However, if that same family had experienced lower income in the months leading up to the current month, a broader monthly sample could be utilized for eligibility determination:

Month 1 – 6,000

Month 2 – 2,000

Month 3 – 2,000

Month 4 – 6,000

Total = \$16,000

Annualized = \$48,000

The household would qualify.

g) For purposes of monthly income, the city of Glendale utilizes the Department of Housing and Urban Development's definition of "annual income" in 24 CFR 5.609 as authorized by the U.S. Department of the Treasury. See Appendix C for a list of included and excluded income.

X. APPLICANT IDENTIFICATION

It is necessary to obtain applicant identification to mitigate the potential for duplication of benefits. All household members must be included on the application, but identification will only

be obtained from the primary applicant and any other adults listed on the lease and/or application. Applicants and household members are not required to claim eligible immigration status and must not be asked to do so for any reason. If the applicant may be eligible for other programs, an explanation of the program benefits and requirements will be provided to the applicant, and they will be asked if they are interested in applying for those programs.

Acceptable forms of identification include any identification, document, card, or record issued by a government, school, hospital, healthcare, or legal institution. For examples of identification types, see Appendix D. "Other" programs as described in this section may require additional documents not necessarily required by ERA-funded programs.

XI. ELIGIBLE EXPENSES

The city of Glendale program will provide assistance for rent, utilities, and home energy costs. Eligible payments shall be made directly to Landlords and Utility Providers excepted as noted in item C below.

A. RENT

Any amount that the applicant is obligated to pay in exchange for residing in a residential dwelling equipped with a kitchen that includes a stove, sink, and refrigerator, and a bathroom equipped with a toilet, sink, and shower and provides a safe living condition for the household. This includes room rentals within a residential dwelling and non-traditional units that meet the above criteria. An obligation to pay rent must be supported by a legally binding document, such as a lease that identifies the applicant as a tenant.

1. Rent Amounts

There is no cap on the amount of rent that can be paid if the rent being charged is what is considered within 110% of HUD FMR (https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2023_code/2023summary.odn). Eligible rent may include current or past due rent, late fees, court fees, or other related costs related to the occupancy of rental property that are assessed by the landlord as rent. Utilities and home energy costs that are paid by the landlord are treated as rent. Rental obligations above the established FMR will be the responsibility of the applicant to pay or to make payment arrangements for.

2. Rent Benefit

- (1) Assistance is available for up to ~~three~~ (3) months past due and/or current rent to include late fees, court fees or other related costs.
- (2) The maximum benefit between ERA1 and ERA2 combined shall not exceed 18 months in total whether past due, current, or future rent.
- (3) Starting March 1, 2023, future rent payments will no longer be paid using ERA2 funding. Applicants needing additional assistance must be willing to enroll in Glendale THRIVE program. (See Appendix E). Applicants must provide documentation that they have paid their household obligation amount prior to CAP

issuing payment. For applicants choosing not to enroll in Glendale THRIVE, but are in need of additional assistance must re-apply no sooner than three (3) months from the last day of the month they were previously assisted if they need additional assistance.

- (4) Applicants that re-apply for ERA assistance must complete a new application and will be asked to document their current financial crisis. Staff will engage with clients regarding sustainability strategies and provide appropriate referrals. Prioritization of cases will be strictly enforced.
- (5) Applicants needing immediate additional rental and/or utility assistance and are not enrolled in the Glendale CAP THRIVE program will be screened for alternative programs or other community resources depending on funding availability.

3. Rent Documentation

One of the following methods must be utilized to verify the applicant's rent obligation.

- (1) If available, a current lease in whole or excerpted that includes the rent amount, due date, term of the lease, and signatures of the landlord and at least one household member; and, Landlord Verification Form completed and signed. Applicant must be listed on lease.
- (2) Landlord Verification Form completed and signed. Glendale CAP staff may, at its discretion, require proof that any person or persons identified as landlords or property managers provide documentation that they have the legal right to act in that capacity.
- (3) If unable to obtain a valid Landlord Verification form, see Landlord Outreach section below for other validation methods and process.

4. Other Expenses Related to Housing

ERA2 may be used to pay relocation expenses related to housing such as security deposits, applications fees, or screening fees. All housing related expenses must be supported by documentary evidence such as a bill, invoice, or evidence of payment to the provider of the service. Applicants that have already been evicted can be assessed for program eligibility to pay judgement amount to remove barrier to rehousing efforts. Additionally, applicants can be assisted with move in costs. If arrears payments and move-in costs are not able to be processed simultaneously, Glendale CAP can pay the past due amount and allow up to thirty (30) days for the applicant to find other housing. The application will remain active/open for 30 days. If after 30 days an applicant has not been able to secure a new place to live, case will be closed and applicant may apply again through the application kiosk.

B. LANDLORD OUTREACH

The city of Glendale is required to make reasonable efforts to obtain the

cooperation of landlords. Reasonable efforts will be achieved by any one of the following activities which must be clearly documented in case notes:

1. Phone or Email

At least three attempts by phone, text, or e-mail over 5 business days with no response.

2. Landlord Refusal

A landlord confirms in writing that they do not wish to participate.

C. LANDLORD FAILURE TO COOPERATE

If a situation arises that a Landlord has failed to cooperate and the applicant is requesting payment, the case will be forwarded to the Community Action Program Administrator for review. If still unable to obtain cooperation, the applicant must provide a bill showing the amount due, complete a W-9 IRS Form, and sign a direct-pay agreement form to be eligible to receive payment directly.

D. UTILITIES AND HOME ENERGY COSTS

Starting March 1, 2023, Glendale CAP will no longer utilize U.S. Treasury ERA2 funding for utility assistance and home energy costs.

E. INTERNET SERVICE

It is the policy of the city of Glendale that its Emergency Rental Assistance Program will not cover the cost of home internet services. Tenants are encouraged to apply for internet service benefits utilizing the Emergency Broadband Benefit Program authorized by the Federal Corporation Commission. Additional information can be found at: <https://www.fcc.gov/broadbandbenefit>.

XII. APPLICANT APPEAL PROCEDURES

A program applicant has the right to file an appeal if they do not agree with a decision made regarding program eligibility. An appeal only applies to cases where a final determination regarding eligibility has already been made. An appeal must be made within 30-days of being notified of an eligibility decision.

All appeals must be submitted in writing via email or mailed or dropped off

City of Glendale

Community Action Program

5850 W. Glendale Avenue. Glendale, AZ 85301

If an applicant needs assistance submitting an appeal in writing, they may call 623.930.2854

Appeals will be reviewed by the Community Action Program Administrator who is responsible for making a recommendation to the Community Services Director. The Community Services Director will provide a final determination in writing.

XIII. POLICY REVISIONS

This policy will be regularly reviewed and updated in accordance with new guidance issued by the U.S. Treasury or throughout the program to address any issues that were not originally contemplated in the policy. Each revision shall be dated and will replace prior versions in their entirety. A summary of changes in revised versions will be documented in Appendix F

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XIV. APPENDIX A – FINANCIAL HARDSHIP EXAMPLES

Examples of Financial Hardship include, but are not limited to:

1. Reduction or loss of income
2. Terminated, lay-off, or furloughed employment
3. Loss of anticipated income
4. Rescinded job offer
5. Reduction in work hours
6. Business closure
7. Loss of income to care for dependent child or disabled/vulnerable adult
8. Loss of income due to required quarantine or isolation
9. Increased costs due to required quarantine or isolation
10. Increased health, safety, child daycare, or adult daycare costs
11. Increased medical expenses
12. Other as determined necessary by the Community Action Program Administrator

XV. APPENDIX B – INCOME TABLE

Household Size	50% of Area Median Income (AMI) (\$)	80% of Area Median Income (AMI) (\$)
1 Person	32,750	52,400
2 Persons	37,400	59,850
3 Persons	42,100	67,350
4 Persons	46,750	74,800
5 Persons	50,500	80,800
6 Persons	54,250	86,800
7 Persons	58,000	92,800
8 Persons	61,750	98,750
9 Persons	65,450	104,750
10 Persons	69,200	110,750

XVI. APPENDIX C — INCOME

Annual income means all amounts, monetary or not, to which the household is entitled including amounts derived from assets to which a member has access unless specifically excluded below. The following definition is excerpted from 24 CFR 5.609 as referenced in item 4 of the U.S. Treasury FAQ.

Income includes, but is not limited to:

1. Wages, salaries, overtime pay, commissions, fees, tips, bonuses, and other compensation for personal services before payroll deductions.
1. Net income from the operation of a business
2. Interest, dividends, and other net income from any kind from real or personal property
3. Full amount of payments received from
 - a. Social Security
 - b. Annuities
 - c. Insurance Policies
 - d. Retirement Funds
 - e. Pensions
 - f. Disability or death benefits
 - g. Or other similar types of periodic or lump sum receipts if not specifically excluded in item 3 below.
4. Payments in lieu of earnings such as unemployment, disability, worker's compensation, and severance pay unless excluded below.
5. Welfare Assistance Payments made under Temporary Assistance for Needy Families (TANF) unless otherwise excluded below.
6. Alimony, child support payments, and regular contributions or gifts received from organizations or persons not residing in the dwelling.
7. All regular pay, special pay, and allowances of a member of the Armed Forces except as excluded by item 7 below.

Income does NOT include:

1. Income from employment of children (including foster children) under 18 years of age;
2. Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone);
3. Lump-sum additions to family assets, such as government stimulus payments, inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses.
4. Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
5. Income of a live-in aide, as defined in §5.403;
6. The full amount of student financial assistance paid directly to the student or to the educational institution;
7. The special pay to a family member serving in the Armed Forces who is exposed to hostile fire;
8. Temporary, nonrecurring or sporadic income (including gifts);

9. Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
10. Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse);
11. Adoption assistance payments in excess of \$480 per adopted child;
12. Deferred periodic amounts from supplemental security income and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts, or any deferred Department of Veterans Affairs disability benefits that are received in a lump sum amount or in prospective monthly amounts.
13. Amounts received by the family in the form of refunds or rebates under State or local law for property taxes paid on the dwelling unit;
14. Amounts paid by a State agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or
15. Amounts specifically excluded by any other Federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the Federal Register and distributed to PHAs and housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary

Clarification Regarding Supplemental Unemployment Benefits

Additional CARES Act unemployment benefits are not considered as income for eligibility purposes for this program. For tax purposes, the IRS will calculate these payments as income.

As referenced in item 15 above, HUD's regulations provide for HUD to periodically publish in the Federal Register a notice that lists amounts specifically excluded by any Federal statute from consideration as income for purposes of determining eligibility or benefits in a HUD program.

79 FR 28938 section (xxvi) specifically identifies the following as a federally mandated exclusion from income: "Major disaster and emergency assistance received by individuals and families under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Pub. L. 93-288, as amended) **and comparable disaster assistance provided by States, local governments, and disaster assistance organizations (42 U.S.C. 5155(d))**.

42 U.S.C. 5155(d) Assistance not income states: "Federal major disaster and emergency assistance provided to individuals and families under this chapter, **and comparable disaster assistance provided by States, local governments, and disaster assistance organizations**, shall not be considered as income or a resource **when determining eligibility for or benefit levels under federally funded income assistance or resource-tested benefit programs**.

The following supplemental Unemployment Insurance payments were authorized under the Coronavirus Aid Relief and Economic Security (CARES) Act which is a disaster assistance program and are to be excluded from income for eligibility determinations:

1. Federal Pandemic Unemployment Compensation (FPUC)

This emergency benefit provides most individuals receiving unemployment Insurance (UI), as well as those eligible for Pandemic Unemployment Assistance (PUA), an emergency increase in traditional unemployment benefits with an additional \$600 per week through July 25, 2020.

2. Pandemic Unemployment Assistance (PUA)

In general, this temporary emergency benefit provides benefits to individuals who have historically not been eligible for unemployment benefits. PUA provides up to 39 weeks of unemployment benefits to people who are able and available for work (within the meaning of applicable Arizona state statute), although they are unemployed, partially unemployed, or unable to work due to one of the COVID-19 related reasons identified in the CARES Act (Section 2102(a)(3)(A)(ii)(I)). This includes workers not otherwise eligible for regular unemployment, including self-employed individuals and those who have exhausted regular and extended benefits. Note: Those who are eligible under PUA will receive the weekly \$600 FPUC funds along with UI benefits, ranging from \$117-\$240. FPUC payments are made every week until July 25, 2020.

3. Pandemic Emergency Unemployment Compensation (PEUC)

PEUC provides an additional 13 weeks of emergency unemployment benefits for people who remain unemployed after they've exhausted their traditional unemployment benefits. PEUC was launched in Arizona June 7, 2020.

XVII. APPENDIX D – EXAMPLES OF IDENTIFICATION

The following are examples of acceptable forms of identification for purposes of this program. This list is not intended to be exhaustive.

1. Driver's license
2. State issued document/card
3. Military, Work, or School document/card
4. Health benefits or social service program document/card
5. Voter registration
6. Birth certificate
7. Citizenship and immigration documents
8. Consular ID
9. Federal issued document or work permit
10. Family census card
11. US Passport or Foreign Passport
12. Medical Records
13. School Records
14. Other as determined necessary by the Community Action Program Administrator

XVIII. APPENDIX E — GLENDALE THRIVE PROGRAM

Glendale THRIVE is a holistic, client-centered approach to case management that requires participants to engage, plan and develop their own individualized success plan. The identifying of barriers is crucial to understanding each participants individual struggles for self-sufficiency. With the support of their assigned Success Coach, goals will be set, progress will be monitored, and adjustments will be made as necessary to ensure the best chance for success. Glendale's THRIVE program requires participant agreement to allow your success coach to seek the assistance of our community partners to address the need for employment support, housing stability, access to nutritional and clothing resources, for example. Some other resources may include, but not limited to are:

- Legal Resources
- Tenant/Landlord Mediation
- Child support assistance
- Transportation Assistance
- Move-in Assistance
- Career Readiness Assessments
- Career Assessments
- Mental Health and Substance Abuse Referrals
- Domestic Violence Referrals
- Credit Counseling/Financial Literacy
- GED/HS Diploma
- Fees Associated with Training/Higher Education
- Referrals for assistance with Federal Financial Aid

For purposes of the Glendale Eviction Diversion Program, the Glendale THRIVE program can assist with up to three (3) months after the expiration of the last month paid by ERA2. The monthly rent amount will be \$1000 per month for three (3) months for a total of \$3000 maximum allowable. For households that are unemployed and not able to pay the difference between the monthly award and their actual rent responsibility, the full rent may be considered, but the maximum allowable payment per household will remain \$3000. For example, if a household was enrolled in the THRIVE program, but was unemployed during the first month and the rent responsibility was \$1500, Glendale THRIVE may pay the full amount of \$1500. If the household become employed prior to the second month, the payment would be \$1000, which would only leave \$500 for the third and final month. It is the hope and intent of this program to continue to assist applicants past these three months with support and case management, but \$3000 is the total maximum amount allowable per household.

XIX. APPENDIX F — Revision Summary

5/3/2023

Page 8 Additional language added to Section B (g) (highlighted)

B. RISK OF HOUSING INSTABILITY

- g. Have been served with a 5-day notice to vacate or an eviction judgment. These must be issued by a judge or a court official, not by a landlord. For applicants over 45 days past due that have not been issued a court document, verification of an imminent danger of eviction can be obtained by landlord or property manager collaterally to demonstrate that a court filing is imminent.

6/9/23

Page 12 Update to appeal process. Change is from 30-days to 10-days.

6/13/2023

Page 11

Other Expenses Related to Housing

ERA2 may be used to pay relocation expenses related to housing such as security deposits, applications fees, or screening fees. All housing related expenses must be supported by documentary evidence such as a bill, invoice, or evidence of payment to the provider of the service. Applicants that have already been evicted can be assessed for program eligibility to pay judgement amount to remove barrier to rehousing efforts. Additionally, applicants can be assisted with move in costs. If arrears payments and move-in costs are not able to be processed simultaneously, Glendale CAP can pay the past due amount and allow up to thirty (30) days for the applicant to find other housing. The application will remain active/open for 30 days. If after 30 days an applicant has not been able to secure a new place to live, case will be closed and applicant may apply again through the application kiosk.

7/7/2023

Page 6 (added)

Under conditions of extreme crisis, an applicant may be considered for immediate assignment if the following conditions exist:

- ***Resident has applied for rental assistance, and***
- ***Has received a court summons to appear in court for an eviction hearing, or***
- ***Is at least 45 days past due on rent***
- ***Household includes a qualifying member (child under 5, elderly over 65, verified disability or medical condition that would be greatly exacerbated by an eviction).***
- ***Recommendation of immediate assignment requested by constable, police, fire personnel or other community members trained and experienced in matters of health and safety concerns.***

7/14/2023

P. 5 Fraud Prevention

- I understand that making false statements or providing inaccurate, incomplete, or altered documents is subject to legal penalties which may include criminal charges, fines, and/or repayment or denial of benefits.

P. 9 Income Eligibility

h) If any of the following apply, a written attestation without further documentation signed by the applicant or sent by email from the address used to create the application may be accepted upon approval of the Community Action Program Administrator. Written attestations will only be considered when all other efforts to verify income have been exhausted.

P. 10

1. Rent Amounts

There is no cap on the amount of rent that can be paid if the rent being charged is what is considered within 110% of HUD FMR (https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2023_code/2023summary.odn). Eligible rent may include current or past due rent, late fees, court fees, or other related costs related to the occupancy of rental property that are assessed by the landlord as rent. Utilities and home energy costs that are paid by the landlord are treated as rent. Rental obligations above the established FMR will be the responsibility of the applicant to pay or to make payment arrangements for.

XII. APPLICANT APPEAL PROCEDURES

A program applicant has the right to file an appeal if they do not agree with a decision made regarding program eligibility. An appeal only applies to cases where a final determination regarding eligibility has already been made. An appeal must be made within 10-days of being notified of an eligibility decision.

All appeals must be submitted in writing via email or mailed or dropped off

City of Glendale

Community Action Program

5850 W. Glendale Avenue. Glendale, AZ 85301

If an applicant needs assistance submitting an appeal in writing, they may call 623.930.2854

Appeals will be reviewed by the Community Action Program Administrator who is responsible for making a recommendation to the Community Services Director. The Community Services Director will provide a final determination in writing.

XV. APPENDIX B – INCOME TABLE

HUD published the new 2023 income limits. [Income Limits | HUD USER](#).