



# COQUILLE INDIAN HOUSING AUTHORITY

## EMERGENCY RENTAL ASSISTANCE PROGRAM POLICY

### SECTION I. PURPOSE

- A. This Emergency Rental Assistance Program Policy (“Policy”) shall govern the Coquille Indian Housing Authority (“CIHA”) Emergency Rental Assistance Program (“ERAP”).
- B. Homelessness and housing instability pose an immediate and imminent threat to the health, safety, and well-being of American Indian and Alaska Native (AIAN) families. The purpose of ERAP is to provide assistance with payment for emergency shelter, rents and utilities, and arrearages for the same, and related costs necessary to become or remain stably housed for low-income Coquille Tribal members and other AIAN families located within the Tribe’s five-county service area. ERAP is designed to assist eligible households whose income is at or below the greater of 80% of Area Median Income or 80% of National Median Income, who face homelessness or housing instability because they are unable to pay rent and utilities.
- C. Notwithstanding any provision set forth in any other CIHA Policy, receipt of assistance from ERAP established under this Policy shall not make the Recipient or Recipient family eligible or ineligible for assistance under any other CIHA policy or program.
- D. Nothing in this Policy shall be construed to invalidate any otherwise legitimate grounds for eviction.
- E. Assistance to be provided under ERAP is subject to the availability of funds. No applicant or household determined to be eligible is entitled to or has a property right to receive funding under ERAP. When funding for ERAP is fully expended, ERAP may be suspended or terminated. CIHA may terminate this Program at any time.
- F. Assistance under ERAP shall not exceed six months or \$12,500 per household per fiscal year, whichever comes first, and is capped at 12 months or \$25,000 total lifetime assistance. Program participation is subject to demonstrated need and no applicant or household is entitled to the maximum level of assistance. If a household has reached the maximum level of assistance permitted or is otherwise no longer eligible for assistance under ERAP, participation will be suspended or terminated.
- G. ERAP assistance shall be supplemental to other available forms of assistance.

### SECTION II. DEFINITIONS

**General:** The following definitions shall apply to this ERAP Policy.

- A. “**AIAN**” means American Indian/Alaska Native.
- B. “**Applicant**” means any person or family who applies for assistance pursuant to this Policy.

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- C. “**Area Median Income**” means, with respect to a household, the income limits for families published in accordance with 42 USC 1437a(b)(2), available under the heading “Access Individual Median Family Income Areas” at <https://www.huduser.gov/portal/datasets/il.html>.
- D. “**CIHA**” means the Coquille Indian Housing Authority.
- E. “**Eligible Household**” means a household that meets the eligibility requirements in Section IV.
- F. “**Financial Assistance**” means payments provided through ERAP for Rent, Utility Costs, and Other Eligible Expenses.
1. “**Rent**” is the monthly amount charged by a Landlord for possession and occupancy of a dwelling unit. If Utility Costs are included in the monthly payment to the Landlord, they are deemed to be Rent. This definition includes rental payments for either a manufactured home (mobile home) and/or the parcel of land a manufactured home or recreational vehicle (RV) occupies (lot or space rent).
  2. “**Rent Arrears**” means rental payments in arrears and associated late and reinstatement fees.
  3. “**Current Rent**” means the rental payment for the current month that is due and owing but not yet in arrears.
  4. “**Utility Costs**” means utility and home energy costs related to the occupancy of rental property (e.g., water, sewer, garbage, gas, electricity, phone, internet, and energy costs (such as fuel oil)) that are separately stated charges. This definition includes utility and home energy costs for manufactured homes, as well as a regular monthly cost for firewood if the wood is used for heating or cooking. Payments to public utilities are permitted.
  5. “**Utility Costs Arrears**” means Utility Cost payments in arrears and associated late and reinstatement fees.
  6. “**Current Utility Costs**” means Utility Costs that are currently due and owing but not yet in arrears.
  7. “**Other Eligible Expenses**” means expenses related to housing to include the following:
    - a. Payment to a hotel/motel if the Applicant is staying at a hotel/motel as a means of avoiding homelessness, provided that: (1) the household has been temporarily or permanently displaced from its primary residence or does not have a permanent residence elsewhere; (2) the total months of assistance provided to the household does not exceed six months per fiscal year; and (3) documentation of the hotel or motel stay is provided and the other applicable requirements imposed by law or policy are met. Neither maintenance costs nor expenses incidental to the charge for a hotel/motel room

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are included in this definition.

- b. Housing relocation assistance (e.g., moving expenses, first and last month's rent payments, application and screening fees, security deposits, pet deposits, utility deposits, and connection fees).
  - c. Transportation (e.g., bus/train passes, fuel vouchers, minor vehicle repairs, coach airfare). The purpose of transportation assistance is to enable applicants to relocate to an area where stable housing, employment, and/or other supportive services have been secured. Applicants requesting fuel vouchers must have a valid driver's license.
- G. **“Housing Stability Services”** means case management and other services intended to help keep Eligible Households stably housed (e.g., eviction prevention and eviction diversion programs; mediation between landlords and tenants; housing counseling; fair housing counseling; housing navigators that help households access or find housing; case management related to housing stability; legal services or attorney's fees related to eviction proceedings; and specialized services for individuals with disabilities or seniors that supports their ability to access or maintain housing).
- H. **“HUD”** means the U.S. Department of Housing and Urban Development.
- I. **“Income”** means either a household's gross annual income or sufficient confirmation of the household's gross monthly income at the time of application by CIHA.
- J. **“Indian”** means a person who is a member of an Indian tribe, including any Alaska Native village or regional or village corporation as defined or established pursuant to the Alaska Native Claims Settlement Act, which is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians. At least one member of the family must be Indian. This must be verified by a family member submitting a copy of a BIA Certificate of Degree of Indian or Alaska Native Blood (CDIB), enrollment verification, or a Tribal Enrollment Card.
- K. **“Indian Tribe”** means a tribe that is a federally recognized tribe or a “State recognized tribe” as those terms are defined in NAHASDA, 25 USC 4103(13).
- L. **“Landlord”** means any individual person, family, or entity who owns or manages a dwelling unit and rents or leases that dwelling unit to an Eligible Household.
- M. **“NAHASDA”** means the Native American Housing Assistance and Self-Determination Act passed by the U.S. Congress in 1996.
- N. **“National Median Income”** means the U.S. Department of Housing and Urban Development's most recently published median household income for the United States.

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- O. “**Recipient**” means a household of one or more individuals that receives Financial Assistance from ERAP.
- P. “**Tribal Member**” means an enrolled member of the Coquille Indian Tribe.
- Q. “**Tribe**” means the Coquille Indian Tribe.

**SECTION III. EMERGENCY PROGRAM OVERVIEW**

A. CIHA shall use ERAP funds to provide Financial Assistance and Housing Stability Services to Eligible Households in accordance with the terms of this Policy.

- 1. **Application.** To participate in ERAP, an Applicant must first submit a complete, written Application to CIHA. This Application must include all information required by CIHA, as described below in Section V.
- 2. **Participation.** If an Applicant is approved for participation in ERAP, they must then submit information and supporting documentation for each month of Rent, Utility Costs, and Other Eligible Expenses for which they seek Financial Assistance.

**B. Financial Assistance**

- 1. CIHA does not need to provide assistance with respect to Rent in order to provide assistance with respect to Utility Costs and does not need to provide assistance with respect to Utility Costs in order to provide assistance with respect to Rent.
- 2. CIHA may not provide ERAP assistance to homeowners to cover their mortgage payment, utilities, or energy costs, except:
  - a. CIHA may provide financial assistance to households that are renting their residence under a “rent-to-own” agreement, under which the Applicant has the option (or obligation) to purchase the property at the end of the lease term, provided that a member of the Applicant’s household:
    - 1. is not a signor or co-signor to the mortgage on the property;
    - 2. does not hold the deed or title to the property; and
    - 3. has not exercised the option to purchase.
- 3. **CIHA as the Landlord.** CIHA may assist Eligible Households for which CIHA is the Landlord, provided that no preferences other than those provided to all applicants are given to Eligible Households that reside in CIHA’s own properties.

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4. **Arrears Payments.** If any Eligible Household has any Rent Arrears or Utility Costs Arrears, CIHA must first provide Financial Assistance under ERAP to pay all or a portion of those arrears before providing payments for any Current Rent or Utility Costs.
  - a. **Arrears Cut-Off.** CIHA may only use ERAP funds to pay Rent Arrears and Utility Costs Arrears for rent and utility and home energy costs incurred on or after October 1, 2023 for which Eligible Households are in arrears.
  - b. **Rent Arrears and Utility Costs Arrears** means money that is overdue after missing one or more required payments. Arrears includes interest charges and penalties accrued from the date on which the first missed payment was due. Arrears does not include interest charges or penalties accrued for overdue rent or utility and home energy costs incurred before October 1, 2023.
  - c. An Eligible Household that does not have any arrears payments may still participate in ERAP.
5. **Term.** CIHA shall provide Financial Assistance for a period not to exceed six months or \$12,500 per household per fiscal year, whichever comes first, subject to the availability of funds. Assistance is capped at 12 months or \$25,000 total lifetime assistance, whichever comes first.
6. **Distribution of Financial Assistance**
  - a. For all Financial Assistance for Rent Arrears, Utility Costs Arrears, Current Rent, Current Utility Costs, or Rental Deposits provided to an Eligible Household, CIHA will make payments to the Landlord or utility provider on behalf of the Eligible Household.
    1. CIHA must make reasonable efforts to obtain the cooperation of Landlords and utility providers to accept payments from ERAP. Outreach will be considered complete if:
      - A. a request for participation is sent in writing, by certified mail, to the Landlord or utility provider, and the addressee does not respond to the request within seven calendar days after mailing;
      - B. if CIHA has made at least three attempts by phone, text, or email over a five calendar-day period to request the Landlord or utility provider's participation; or
      - C. the Landlord confirms in writing that the Landlord does not wish to participate.
      - D. For any of these methods, the final outreach attempt to the Landlord or utility provider must be documented.

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2. **Exception.** If, after CIHA's outreach to the Landlord or utility provider, the Landlord or utility provider does not agree to accept such payment from CIHA, CIHA may make such payments directly to the Eligible Household for the purpose of making payments to the Landlord or utility provider.
  - b. For any payments made by CIHA to a Landlord or utility provider on behalf of an Eligible Household, CIHA shall provide documentation of such payments to such household.
7. **Prospective Obligations.** If a tenant does not have a current rental obligation, CIHA may provide otherwise Eligible Households with an official document specifying the amount of Financial Assistance under ERAP that CIHA will pay the Landlord on behalf of the Eligible Household (such as for a rental/security deposit or rent) if the Landlord and Eligible Household enters into a qualifying lease of at least six months. Such documentation shall expire 30 days after the issuance date.
8. **Other Eligible Expenses.**

Payments for Other Eligible Expenses will be paid directly to the provider of such services, subject to the same terms and conditions, and same exceptions, as payments to Landlords and utility providers.
9. **Rental Deposits.** The amount of a Rental Deposit should not exceed one month's rent, capped at HUD Fair Market Rent for the local area.
10. **Special Rules and Procedures for Hotel/Motel Lodging.** CIHA will provide Financial Assistance to cover emergency hotel/motel lodging only where:
  - a. The Eligible Household demonstrates or attests that it is in immediate need of housing and would otherwise be without housing except for lodging in a hotel or motel; or
  - b. CIHA has determined that it would be at least as cost-effective offering Financial Assistance for a hotel/motel stay as compared to providing other forms of assistance.

CIHA may periodically reassess whether Eligible Households staying at a hotel/motel remains cost-effective as compared to providing other forms of assistance.
11. **Duplication of Assistance.** An Eligible Household that occupies a subsidized residential or mixed-use property may receive ERAP assistance, provided that ERAP funds are not applied to costs that have been or will be reimbursed under any other form of assistance. To the extent feasible, CIHA will ensure that any Financial Assistance provided to an Eligible Household pursuant to ERAP is not duplicative of any other rental assistance provided to such household.

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- a. If an Eligible Household receives a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the Eligible Household's rent is adjusted according to changes in income, the Eligible Household may not receive ERAP assistance to cover the portion of the rental payment or utilities that has been subsidized, but ERAP assistance can be provided to pay the Eligible Household's owed portion of Rent, capped at HUD Fair Market Rent for the local area, or Utility Costs (i.e., the amount that the Eligible Household is required to pay out of its own funds to the Landlord or utility provider).
  - b. If an Eligible Household receives rental assistance other than through ERAP, ERAP assistance may only be used to pay for costs, such as the tenant-paid portion of Rent, capped at HUD Fair Market Rent for the local area, and Utility costs, that are not paid for by the other rental assistance. CIHA must review the Eligible Household's income and sources of assistance to confirm that ERAP assistance does not duplicate any other assistance, including federal, state, and local assistance provided for the same costs.
12. **Treatment of Assistance.** Assistance provided to an Eligible Household from ERAP will not be regarded as Income and will not be regarded as a resource for purposes of determining the eligibility of the Eligible Household or any member of the Eligible Household for benefits or assistance, or the amount or extent of benefits or assistance, under any other CIHA program.
- C. Prohibition on Evictions by Landlords**
1. Landlords that receive ERAP funds under this Program for current rent, as a condition of receiving the funds, may not evict an Applicant for nonpayment of rent during the period covered by the Financial Assistance.
  2. In addition, landlords that receive ERAP funds under this Program for rental arrears, as a condition of receiving the funds, may not evict an Applicant for nonpayment of rent during the period covered by the Financial Assistance, consistent with applicable law.
  3. Landlords who receive direct payments under this Program will be required to sign an agreement with CIHA to ensure compliance with the prohibitions under this Section, as well as to commit to use the funds received for the purposes permitted under this Program.
- D. Housing Stability Services.** Applicants and Recipients may be referred to Tribal or other supportive services programs for assistance with case management, obtaining and maintaining employment, and other services necessary to achieve housing stability. CIHA may require compliance with the terms of a work plan developed by supportive services providers as a condition of Financial Assistance.

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**SECTION IV. ELIGIBILITY**

- A. **Eligibility Requirements.** In order to be eligible to apply for ERAP, at the time the Applicant applies to the Program the Applicant must meet the following eligibility requirements:
1. The Applicant must be referred by a recognized social or community services provider that assists families in crisis. Initial and/or continued eligibility may require participation in case management and supportive services, and verifiable efforts to obtain stable housing and employment, as appropriate.
  2. The Applicant must demonstrate application to other sources of assistance known to be available to persons of similar circumstances, or clearly demonstrate that no other means of support are reasonably available to assist their household and its members. ERAP assistance may be accessed during an application or waiting period for other potential sources of assistance.
  3. The Applicant is homeless, unstably housed, or part of a household of one or more individuals who are occupying as tenants and obligated to pay rent on a residential dwelling and with respect to which CIHA determines—
    - a. That one or more individuals within the house has:
      1. Qualified for unemployment benefits as evidenced by a written attestation signed by the Applicant or other relevant documentation regarding the household member's qualification for unemployment benefits, or
      2. Experienced a reduction in household Income, incurred significant costs, or experienced other financial hardship, as evidenced by a written attestation signed by the Applicant that one or more members of the household meets this condition;
    - b. That one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability, which may include:
      1. A past due utility or rent notice or eviction notice;
      2. Unsafe or unhealthy living conditions, including severe overcrowding, lack of adequate heat, plumbing, or sewer, threat or occurrence of domestic violence, criminal activity including drug-related criminal activity in which no member of the Applicant household is involved, as evidenced by documentary or photographic evidence, court or police records, or, when no other evidence can be obtained, a written attestation from a qualified social or community services provider, law enforcement, or other professional with knowledge of the Applicant's circumstances; or

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3. Any other evidence of such risk, as determined by CIHA, which evidence may include documentary or photographic evidence, court or police records, or, when no other evidence can be obtained, a written attestation from a qualified social or community services provider, law enforcement, or other professional official with knowledge of the Applicant's circumstances; and
  - c. The household meets at least one of the following income, citizenship, and geographic criteria:
    1. The household is located within the Tribe's five-county service area, contains one family member (regardless of whether that member is an adult or head of household) who is AIAN, and has a household income that is not more than the greater of 80% of the Area Median Income or 80% of the National Median Income for the household; or
    2. The household is relocating to or from the Tribe's five-county service area for the purpose of obtaining stable housing, employment, or supportive services, contains one family member (regardless of whether that member is an adult or head of household) who is AIAN, and has a household income that is not more than the greater of 80% of the Area Median Income or 80% of the National Median Income for the household.
- B. Income Determination.** In determining the income of a household for purposes of determining such household's eligibility for ERAP assistance, CIHA will consider the gross income of all adult household members. Income earned by household members who are minors or full-time students and are not considered heads of household is excluded. While household assets should be identified to determine that a program applicant lacks the resources to obtain or retain permanent housing, they are generally not counted as income.
1. **Annual Income.** CIHA may consider the household's gross annual income for the prior calendar year.
    - a. **Annual Income.** CIHA may choose between using the definition of "annual income" as provided by HUD in 24 CFR 5.609 or using adjusted gross income as defined for purposes of reporting under Internal Revenue Service (IRS) Form 1040 series for individual Federal annual income tax purposes.
    - b. For determining annual income, CIHA should obtain at the time of application source documents evidencing annual income (e.g., wage statement, interest statement, unemployment compensation statement), or a copy of Form 1040 as filed with the IRS for the household.

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2. **Monthly Income.** Subject to subparagraph (a) below, CIHA may determine income based on sufficient confirmation of the household's monthly income at the time of Application for such assistance and extrapolating over a 12-month period to determine whether household income exceeds the greater of 80% of Area Median Income or 80% of National Median Income.
  - a. In the case of income determined based on monthly income under the preceding subparagraph (2), CIHA shall be required to re-determine the eligibility of a household's income each month for which the household receives ERAP assistance.
    1. For determining monthly income, CIHA must obtain income source documentation for at least the two months prior to the submission of the application for assistance.
3. **Documentation of Income Determination.** Applicant must provide sufficient information to CIHA to enable CIHA to have a reasonable basis under the circumstances for determining income. Except as discussed below, this generally requires a written attestation from the Applicant as to household income and also documentation available to the applicant to support the determination of income, such as paystubs, W-2s or other wage statements, tax filings, bank statements demonstrating regular income, Social Security award letters, or an attestation from an employer. As discussed below, under limited circumstances, CIHA may rely on a written attestation from the applicant without further documentation of household income. CIHA has the discretion to provide waivers or exceptions to this documentation requirement to accommodate disabilities, extenuating circumstances, or a lack of technological access. In these cases, CIHA is still responsible for making the required determination regarding the Applicant's household income and documenting that determination.
4. **Categorical Eligibility.** If an Applicant's household income has been verified to be at or below the greater of 80% of the Area Median Income or 80% of the National Median Income in connection with another tribal, local, state, or federal government assistance program, CIHA may rely on a determination letter from the government agency that verified the applicant's household income, provided that the determination for such program was made within 30 days prior to application for ERAP assistance.
5. **Written Attestation Without Further Documentation.** To the extent that a household's income, or a portion thereof, is not verifiable (e.g., because a place of employment has closed) or has been received in cash, or if the household has no qualifying income, CIHA will accept a written attestation from the Applicant regarding household income. If such a written attestation without further documentation is relied on, CIHA will reassess household income for such household monthly. In appropriate cases, CIHA will rely on an attestation from a caseworker or other professional with knowledge of a household's circumstances to certify that an applicant's household income qualifies for assistance.

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**SECTION V. APPLICATIONS FOR ERAP**

A. **Participation Applications.** To participate in ERAP, an Applicant must first submit a complete, written Application on the forms provided by CIHA. All information required to be on the forms must be completed, or the Application will be returned. Applications for ERAP must be submitted to CIHA by mailing or dropping off the Applications to the following address:

**Coquille Indian Housing Authority**  
**Attn. Emergency Rental Assistance Program**  
**2678 Mexeye Loop**  
**Coos Bay, OR 97420**

Or submitting such Application by email to: [erap@coquilleiha.org](mailto:erap@coquilleiha.org)

Or submitting such Application by fax to: **(541) 888-8266**

**The Application must include the following information and supporting documentation:**

**1. Applicant and Household Information**

- a. Full name and date of birth of the applicant and of all members of Applicant's household;
- b. Applicant's address and contact information; rental unit address (if different from Applicant's current address);
- c. Social Security Numbers for all family members over the age of six years, per 24 CFR Part 5 Subpart B;
- d. Tribal affiliation;
- e. For Landlords and utility providers, the name, address, telephone number, and email address;
- f. Total amount of each type of assistance requested by Applicant to be provided to the household (i.e., rent, rental arrears, utilities and home energy costs, utilities and home energy costs arrears, and other expenses related to housing);
- g. Amount of outstanding rental arrears for the household;
- h. Amount of outstanding utilities arrears for the household;
- i. Number of months of rental payments and number of months of utility or home energy cost payments for which ERAP assistance is requested; and

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- j. Household income and number of individuals in the household.
  2. **Financial Hardship.** Information and supporting documentation demonstrating that one or more individuals within the household is experiencing financial hardship. The Applicant must submit documentation as set out in Section IV(A), above.
  3. **Housing Instability.** Information and supporting documentation demonstrating that one or more individuals within the household is or is at risk of experiencing homelessness or housing instability. The Applicant must submit documentation as set out in Section IV (A), above.
  4. **Income.** Information and supporting documentation demonstrating the Applicant has a household income that is not more than the greater of 80% of the Area Median Income or 80% of the National Median Income. The Applicant must submit documentation as set out in Section IV(B), above.
  5. **Tribal Affiliation.** Documentation of Indian status as set out in Section II(J), above.
  6. **Social Security Numbers.** Documentary evidence of Social Security Numbers for all family members over the age of six years.
  7. **Release of Information.** A release of information allowing CIHA to obtain and share data necessary for Applicant to participate in ERAP.
  8. **Attestation of Economic Hardship.** A signed self-attestation of economic hardship.
  9. Such other information as may be specifically requested by CIHA to document income and need.
  10. CIHA will require Applicant to furnish no more documentation than is reasonably necessary to complete the Application and verify eligibility for program participation.
- B. Notification of Change of Eligibility.** Applicants are required to notify CIHA in writing immediately whenever any determining factor of eligibility changes. This includes:
1. No longer qualifying for unemployment benefits,
  2. No longer experiencing a reduction in household income or other financial hardship,
  3. No longer homeless, unstably housed, or facing a risk of homelessness or housing instability, or
  4. Having an income that is above the greater of 80% of the Area Median Income or 80% of the National Median Income for the household.

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**C. Falsification and Investigation**

1. If it is discovered that an Applicant has falsified his or her Application, or otherwise abused ERAP, or if a Recipient fails to notify CIHA of changes to the household's eligibility, the household will be subject to penalties. Penalties will include ineligibility for continued participation in ERAP, repayment of the value of any benefit for which they were not eligible to receive, and ineligibility for other CIHA programs and assistance. CIHA shall have the right to seek repayment through garnishment of the Recipient's wages or other Tribal benefits, if any. Any cases in which evidence indicates a fraudulent criminal violation has occurred will be referred for criminal prosecution.
2. CIHA shall retain the right to conduct a follow-up investigation into any self-attestations submitted or regarding any other documentation, at its own discretion, if it determines that the reliability or accuracy of the information provided is in doubt.

**D. Application Review**

1. The CIHA staff member receiving the Application shall sign and date the Application when it is received at the CIHA offices.
2. **Preferences and Priorities.** Applications will be reviewed and processed as they are received according to the following order of preferences.
  - a. The income of the household does not exceed the lesser of 50% of the Area Median Income or 50% of the National Median Income for the household.
  - b. One or more individuals within the household are unemployed as of the date of the Application for assistance and have not been employed for the 90-day period preceding such date.
  - c. In reviewing Applications, CIHA will further prioritize consideration of the Applications of an Eligible Household.
    1. First preference will be given to members of the Coquille Indian Tribe.
    2. Second preference will be given to Eligible Households that have at least one family member (regardless of whether that member is an adult or head of household) who is Elderly (at least 62 years of age) or Disabled.
    3. Third preference will be given to Eligible Households that have at least one family member (regardless of whether that member is the head of household) who is a Veteran and was discharged or released from active duty under honorable conditions.
    4. Fourth preference will be given to all other Eligible Households.

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3. **Approval of Application.** CIHA will notify Applicants in writing, within 14 days of CIHA's receipt of a complete Application, of CIHA's decision of whether the Applicant has been approved to receive Financial Assistance.
4. **Denial of Application.** If upon initial review, CIHA determines that the Applicant is not eligible or the request is outside of this Policy, or there are no longer any ERAP funds available, CIHA will notify the Applicant in writing of this determination, the applicable policies which support the determination, and the process of appeal (if applicable).
  - a. **Process of Appeal.** Any Applicant who is dissatisfied with a decision of CIHA concerning eligibility or assistance, the level of benefit approved, or the type of services available, can appeal that decision through CIHA's Adverse Actions Appeals (AAA) process.
  - b. **No Appeal.** If the reason for the denial of the Application is that there are no longer any ERAP funds remaining, such denial is not subject to appeal.

**SECTION VI. ERAP PARTICIPATION**

**A. Submission of Documentation**

1. Once an Applicant is approved for participation in ERAP, they must submit information and documentation on the Rent Arrears, Utility Costs Arrears, Current Rent, and Current Utility Costs for which they are seeking Financial Assistance.
  - a. Applicants may submit the above information and documentation at the same time they submit their initial program Application.
2. For each additional month that a Recipient seeks Financial Assistance under ERAP, the Recipient must submit the information and documentation listed below for the Rent and Utility Costs for which they seek assistance.
3. **Information and Documentation of Need for Financial Assistance.** Applicants and Recipients must submit information and supporting documentation on the following:
  - a. Signed copy of the Applicant's current or prospective rental agreement; and
  - b. **Rent Arrears.** If the applicant is seeking assistance for past rent for which they are in arrears:
    1. Copies of the notice(s) of past rent due;
    2. Documentation detailing the past rent due, accrual of any interest charges and/or penalties, and the total amount in arrears;

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3. Name, current address, and telephone number of the Landlord to whom payment must be made.
- c. **Utility Costs Arrears.** If the applicant is seeking assistance for past utilities for which they are in arrears:
  1. Copies of the notice(s) of past Utility Costs due;
  2. Documentation detailing the past Utility Costs due, accrual of any interest charges and/or penalties, and the total amount in arrears;
  3. Name and current address of utility provider to whom payment must be made.
- d. **Current Rent or Rental Deposit.** If the applicant is seeking assistance for a current Rent payment or Rental Deposit:
  1. Name, current address, and telephone number of the Landlord to whom payment must be made.
- e. **Current Utility Costs.** If the applicant is seeking assistance for current Utility Costs:
  1. Copy of utility bill showing utility costs due; and
  2. Name and current address of utility provider to whom payment must be made.
- f. **Commitment to Use for Permissible Purposes.** Applicants (and their Landlords) who receive Financial Assistance through the Program must commit in writing to use Financial Assistance only for the intended purpose before CIHA will issue a payment.

**B. Additional Payments**

1. If a Recipient who has already received assistance for Rent or Utility Costs seeks assistance for additional Rent or Utility Costs, and two or more months have elapsed since assistance was last received, the Recipient must submit a new application for additional Financial Assistance.

**SECTION VII. ERAP MANAGEMENT**

**A. Maintenance of and Access to Records**

1. CIHA shall maintain ERAP files separate from other CIHA programs. Any Recipient who also participates in another CIHA program must have a separate file maintained specifically for ERAP.

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2. CIHA may copy relevant documents from a Recipient's existing file under a separate CIHA program so that the Recipient does not need to submit the same documentation twice, provided that the copied documentation for ERAP is kept separately with all other ERAP files.
  3. CIHA shall maintain records and financial documents sufficient to support compliance regarding the eligible uses of funds.
  4. Funding agencies and their authorized representatives shall have the right of access to the records (electronic and otherwise) of CIHA in order to conduct audits or other investigations.
  5. CIHA shall maintain records for the period of time required by funding agencies or in accordance with its established records management protocol, whichever is longer.
- B. Compliance with Applicable Laws and Regulations.** CIHA will comply with all applicable laws and regulations in carrying out activities under this Program.
- C. Fraud Prevention.** CIHA and CIHA staff will apply reasonable fraud-prevention procedures in distributing Financial Assistance under the Program. In doing so, CIHA will investigate and address potential instances of fraud or the misuse of funds that it becomes aware of.