

D.4/F.4

Adherence to Approved Eligibility and Exclusionary Rules

I. Duty to Adhere to Common and Project-Specific Eligibility Rules

- A. As reflected in the HCCSC's *Policies Governing Eligibility and Prioritization to Receive CoC Assistance and Standards for Administering Assistance (Eligibility and Prioritization Policies)*, all ESG-, CoC-, and ODSA-funded projects must comply with the common eligibility rules adopted by the HCCSC for projects of the same type (e.g., shelters, transitional housing, rapid re-housing, and permanent supportive housing). Exceptions to this rule are allowed only to the extent necessary to meet the legal requirements of or contractual obligations to another funding source.
- B. Projects must also comply with their own written rules as approved by the HCCSC and avoid applying either unwritten rules or rules not approved by the HCCSC in admitting or excluding clients.

II. Duty to Seek Approval for Eligibility and Exclusionary Rules and Rule Changes

- A. Projects must submit proposed eligibility and exclusionary rules and proposed rule changes to the Collaborative Applicant before adopting or making changes to (1) their written eligibility standards and exclusionary rules; (2) any plans and policies relating to client selection; and (3) any regulations or contractual provisions that restrict the population the project can serve or the order in which the project prioritizes eligible clients for service.
- B. Unless the Collaborative Applicant communicates to a project its objections to the project's proposed rules or rule changes within 10 business days after the project has submitted them to the Collaborative Applicant, the project may assume the rules or rule changes have been approved.

III. Filing Complaints for Violations of this Policy.

Any person or any authorized agent of a person who believes that the person has been denied admission or been terminated from permanent housing in violation of these rules, may file a complaint with the Collaborative Applicant by following the appeal procedures outlined in Section VII of the HCCSC's *Coordinated Entry Guide*.