

Doubled Up Housing Program Process Manual



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Overview

The purpose of this process manual is to outline the Doubled Up Pilot Program (DUPP) applicant intake and submission procedures for service consideration.

Intake is conducted by approved community providers (both contracted agencies and community referral partners) with known programs for households experiencing significant episodes of doubled up homelessness. All of these coordinating agencies are expected to adhere to the policies and procedures in this manual, additional identified manuals, agreements, policies, trainings or provided resources, and all future revisions.

This manual provides step-by-step guidance for gaining approval for participation as a referral partner, requesting system access, conducting programmatic intake and submission of all required components to successfully refer a household.

Personnel Roles

The following describes the roles of personnel who may engage the processes:

- **Referral Partner Portal** – Referral Partners enters pre-assessments and applications
- **Provider Portal** – Providers document applicants' enrollment outcomes
- **County List Holder Portal** – County List Holder (Dane County HAA Employees) manages application assignment, prioritization, and various other administrator settings.

Requesting Support

Below is a listing of email contacts to receive process-related support and technical support:

- Process-related questions & general assistance – email duppinfo@danecounty.gov
- Requests for user access or changes to user access – email duppinfo@danecounty.gov
- Updating Provider Portal system settings – email duppinfo@danecounty.gov
- Setting up 2FA (External Organizations) – email duppinfo@danecounty.gov
- Setting up 2FA (Dane County Employees) – contact Dane County Help Desk
- 2FA Token Resets (External Organizations) – email hsitcaspiosupport@danecounty.gov
- 2FA Token Resets (Dane County Employees) – contact Dane County Help Desk
- Unlocking login (External Organizations) – email hsitcaspiosupport@danecounty.gov
- Unlocking login (Dane County Employees) – contact Dane County Help Desk

Program Scope

Doubled up homelessness is defined as: temporary and unstably living situation of individuals and families who are sharing the housing of other persons due to loss of housing or economic hardship. This includes those that are self-paying in hotels/motels or other daily rate lodging without a lease.

Additionally, the following parameters guide eligibility:

- Household should have been doubled-up for at least 50% of the time during the last 6 months prior to program application.
- Applicant must be the legal guardian of at least one minor child aged 0-17 in their care.
 - Specific exemptions may exist and are exclusive to Provider contracts.
- Applicants must be aged 18 or over at the time of application.
- Anyone household that fits the above criteria, but this program prioritizes doubled-up families with high needs, high barriers to housing and high risks of adverse outcomes while doubled-up.

Other community resources exists for households who are unable to be enrolled in this program.

Referral Partner Access

Referral partners are community agencies located in Dane County that have program support available for households experiencing doubled up homelessness that run concurrently with the duration of the pilot program. Due to funding constraints and case manager capacity, agencies approved to serve as referral partners are limited to better manage program demand.

In order to become a referral partner interested agencies must have staff attend a program orientation and Portal training session. Program orientation can be scheduled through contacting the County List Holder.

Orientation

Orientations will only be scheduled once formal interest has been made. Feedback from contracted agencies that administer the program locally is considered when engaging additional prospective referral partners to begin the approval process. Contracted agencies may have specific program designs that are not consistent with the prospective referral partner's service areas or housing verification process. At least one staff member from the prospective referral partner must attend the orientation for the agency to be considered for approval. System access will not be granted to any agency that does not have attendance at orientation on file.

To submit a formal request to become a program referral partner, please email the County List Holder at duppinfo@danecounty.gov. Indicate in the body of the email that an agency staff member(s) would like to schedule orientation. Upon completion of orientation, interested agency staff members will need to confirm attendance at Portal Training or viewing of a recorded session.

Portal Training

Portal training is important to understand basic system functions while also allowing the prospective referral agency to gauge the workload associated with program participation. Training may be attended via a live session or by watching a recording.

After the agency has completed the orientation, a staff member may request access to training from the County List Holder. The County List Holder will verify the agency's eligibility to submit a training request. The request must be made from an email address tied to the agency's professional domain on file with the County List Holder. Multiple staff members at the agency may attend the training session, but at this time, only four staff members at each referral agency are eligible to access the system. The link for the recorded training session will be sent to the requesting staff members email account.

If completed via a recorded session, training may be completed at the partner's own pace, but should be done so within 30 days of the request. Upon completion of training, it is the responsibility of agency staff to inform the County List Holder at duppinfo@danecounty.gov that the training requirement has been met. The County List Holder will confirm attendance and follow up with the agency to have required Governance documents sent out for review and submitted with the appropriate signatures.

Governance Documentation

Acknowledgment and signing of the Governance documents are the final step in gaining system access. The Governance Documentation is a combination of agreements and acknowledgements of resource manuals that are required to be signed by participating staff or agency leadership, as identified.

During this process, the agency is required to select an Authorized Agent. This individual will be responsible for managing system access of all staff accounts.

All forms have response time expectations identified in the subject language. Lead time for system access for individual agency users should not exceed two business days after the submission of required documents to the County List Holder.

The following items are components of the Governance Documents. Required signatures from respective agency personnel is identified.

Document Title	Leadership Signature	Authorized Agent	Staff Signature
Agency Partnership Agreement	X		
Portal Agency Access Request Form		X	
Portal User Agreement			X
ERA Program & Policy Manual			X

Agency Partnership Agreement

Once training is completed and confirmed, the County List Holder will send the Agency Partnership Agreement to staff at the prospective referral partner agencies. If multiple staff at one agency complete the training, they will all receive the Agreement. Only one signed Agreement is needed per agency. If an

agency Agreement is already on file, this step is not necessary. The County List Holder will notify agencies of their need to submit an Agreement.

The Agreement has specific instructions to select an Authorized Agent for the agency, identify this individual and have the document signed by the Executive Director or other managing personnel with signatory authority. Any staff member at the agency can remit this Agreement to the County List Holder. However, at this point all future system requests can only be made from the Authorized Agent as outlined in the Agreement and the Portal Agency Access Request Form.

[Portal Agency Access Request Form, Portal User Agreement and the ERA Program & Policy Manual](#)

Upon receipt of the Agency Partnership Agreement the County List Holder will email the Portal Agency Access Request Form, the Portal User Agreement and the ERA Program & Policy Manual to the Authorized Agent. It is the responsibility of the Authorized Agent to complete the Portal Agency Access Request Form, forward the Portal User Agreement and ERA Program & Policy Manual to staff in need of system access, and submit the signed documents to the County List Holder.

The County List Holder will verify document completion and fulfilment of both the orientation and Portal training requirements of staff ahead of submitting the account creation request to the DCDHS IT Department.

Within two business days of receipt of the completed Portal Agency Access Request Form, Portal User Agreement and the ERA Program & Policy Manual, the Authorized Agent will receive an access decision via email indicating approval or denial of the request. Any further action needed will be outlined in the denial decision.

[System Access](#)

Upon notification from the County List Holder that the agency meets the requirements for system access, the DCDHS IT Division will create user accounts for eligible staff members. Users of external organizations will receive an email notification containing a link to activate their new account. Dane County employees will receive an email notification with instructions to access their account.

There are specific user instructions, including setting up 2-factor authentication. Users are expected to refer to the Referral Partner User Manual for further guidance.

[Application Submission](#)

This section is meant to give a high level overview of required components needed to submit a program referral. Further assistance on processes and procedures for conducting referrals through the Portal can be found in the Doubled Up Housing Application Portal Referral Partner Portal User Manual.

Once Portal access has been established, staff may begin submitting referrals into the program for eligible households, consistent with the Agency Partnership and User Agreements.

Referrals are made by approved community partners who have established and current programs which serve households experiencing doubled up homelessness, as well as both the systems and staffing capacity to work with households in need of DUPP support. This relationship ensures that households

are referred to the program are experiencing verifiable doubled up homelessness and receive intake support from trained staff.

The following components are required to submit a referral to the portal for program assistance. Without these components the online application will not progress to the next section.

- Referral Partner information
- Verification of Eligibility
- Signed Release of Information
- Household demographics including:
 - Size
 - Income
 - Current residence zip code
 - Current zip code of school enrollment for school-aged children
- Completed Assessment

A signed Release of Information must be uploaded into the Portal for the application screen to advance. This requirement was highlighted in Portal training and cannot be bypassed for any reason. The applicant is required to sign the Release of Information. The signed Release can be submitted as a photo containing the full signature page of the document or a scanned image.

During the orientation, specific requirements for conducting the assessment are outlined. Referral partners are expected to follow these guidelines. Documentation for income or proof of school enrollment is not required at the time of referral. Verification of income is a Federal requirement and will be completed by a case worker upon program enrollment. Verification of school enrollment is Provider-specific and will be completed upon program enrollment to that particular Provider.

Once the application is submitted, the applicant status will be visible to the referral partner agency as well as the assigned Provider in the Application Locator in the Portal. Referral partners are allowed to update applicants on the application status. Once a Provider places the application in review, they will reach out to the applicant household using the contact information provided. There is no expectation of referral partners to continue assisting the household for the purpose of the pilot program. At this point, the applicant is assigned a case worker who will provide support through enrollment or other applicable closure reasons.

Prioritization

Once the application is placed in review, the household has been prioritized based on their needs. A Provider will follow up as their workload allows. Prioritization does not guarantee program enrollment. Prioritization is the next step in determining program eligibility ahead of engaging the applicant in housing stability services.

Please keep in mind that Providers have specific program designs and assess each applicant's needs individually. Direct financial assistance is not guaranteed and is structured based on the individualized housing stability needs of the household. If the referral partner wishes to learn more about the Provider's specific program, they should make direct contact with the case worker.