

Sample #1 Service Participation Agreement

This Service Agreement is a draft sample resource. Programs should customize content to align with their own policies. This document has not been reviewed or approved by HUD.

Service Agreement for CoC-Funded Housing Programs

This agreement explains what you and the housing program must do while you live in housing paid for by the Continuum of Care (CoC). By signing this, you agree to take part in the services you need to stay housed, and the housing program commits to providing these services and supports. The combination of services, supports and affordable housing is designed to help all tenants assume the full rights and responsibilities of tenancy.

This program aims to help every participant build and sustain a stable foundation in the community. Participants are encouraged to actively use the program's tools and supports and to connect with community resources that align with their goals for increased independence.

Participant Responsibilities (What You Agree to Do)

Meet With My Case Manager

My case manager will give me tools, teach me skills, and help me find resources that can make it easier for me to stay stably housed. They will also help me think about my goals and how I can become more independent. I agree to meet with my case manager on a regular schedule. My case manager will also talk with my landlord to help make sure I am following my lease and to help me fix any problems that come up.

We will talk about how this housing program can be a step toward other housing options and my long-term goals. Together, we will make a housing plan. At each meeting, we will check my progress, talk about any setbacks, and look for services or resources that can help me. I agree to meet with my case manager regularly and to use the services and resources they offer so I can be successful in my housing.

Work on My Housing Plan

I will work with my case manager on a housing plan. I will follow through on the tasks that help me stay housed, like going to appointments, following up on services, and working on income or stability goals. I will turn in papers and documents needed for recertification or other program rules on time. I know these are requirements for continuing to provide this housing program.

Use Supportive Services

I will take part in services the program offers or refers me to. These may include classes, support groups, counseling. Some services will be required for me to stay in the program.

Follow House Rules and Lease Terms

I will follow the rules for the building and my lease. I will respect neighbors, keep my unit clean, and not break the law. I will not let people stay in my unit without permission. I will allow staff to inspect my unit with proper notice. I understand that having a good record as a tenant and following the lease will give me more housing options in the future, such as a larger unit perhaps with family and friends.

Pay My Share of Rent (if I have one)

If I must pay part of the rent, I will pay it on time every month. This rule is part of all housing programs. I will let the program know if my income or the number of people in my household changes. My case manager will go over how rent is figured out and help make sure the amount I pay is correct.

Act Safely and Respectfully

I will treat staff and other tenants with respect. I will not use violence, threats, or unsafe behavior. I agree that everyone deserves to be treated with respect and to feel safe in their homes.

[Programs that count towards the treatment bed threshold only]

Engage in Substance Use Treatment

I will take part in treatment or counseling that my case manager or the program requires. I understand that taking part in these services helps me keep my housing.

Program Responsibilities (What the Program Agrees To Do)

Provide Support and Case Management

The program will give me a case manager who will help me with my goals and connect me to services that can help me stay housed and reach my life goals.

Communicate Clearly

The program will explain the rules in simple language and give me written copies of the rules and this agreement. If I break a rule, staff will explain the problem and problem solve with each tenant on how to address the issue. The lease will be explained and the process to enforce the lease will be clear and consistent

Provide a Fair Grievance Process

I have the right to file a grievance (a complaint) if I disagree with a decision or feel I was treated unfairly. The program will review my grievance and will not punish me for speaking up.

Non-Compliance: Steps and Consequences

If I do not follow the rules or meet my responsibilities, the program will take the steps below to address the issue before moving to terminate my housing contract:

1. Verbal Warning and Problem-Solving

If the issue is a lease violation the landlord, property manager will provide me with a written notice of the lease violation. If it is a program issue the program will provide written notice of the issue. My case manager will talk with me about the issue, discuss why this is a problem, discuss what needs to change, and help me work on fixing it.

2. Written Warning and Action Plan

If the issue continues, I will get a written warning or an action plan. The plan will list the problem, steps I must take, and a timeframe for resolution.

3. Case Conference

If the problem continues, I will meet with my case manager and a supervisor. They will explain what must change and that my housing may be at risk.

4. Final Notice of Termination

If I still do not follow the rules or the plan, the program may end my housing assistance. I will get a written notice explaining why and how I can appeal. I may ask for a review by someone not involved in the first decision. If there is a safety emergency, I may have to leave right away, but I will still get written notice. The program will connect me to other resources if possible.

Termination will only happen after the program has tried to fix the problem through these steps.

Agreement and Acknowledgment

I have read this agreement (or had it explained to me). I understand what I must do to stay in the program. I can ask questions at any time if I need help.

Participant Name (Printed): _____

Participant Signature: _____ **Date:** _____

Case Manager Signature: _____ **Date:** _____

Sample #2 Service Participation Agreement

Organization provides services and support funding (application fees, apartment set-up, security deposit, utility arrearage, etc.) to assist consumers with obtaining and maintaining permanent housing during recovery. Service providers will partner with you to create an individualized recovery plan. The recovery plan will be based on the Case Management Assessment and Acuity and may include:

1. maintaining recovery by engaging in services;
2. obtaining an apartment that you will lease directly from a private landlord, and
3. providing you with the skills to maintain stable housing.

Service providers will work with you to find an apartment, understand your lease obligations, and connect you to services in the community to meet your goals. You will review your recovery plan with staff at least quarterly to support your progress and update your plan as necessary.

I agree to:

- Take all necessary steps to accomplish the goals outlined in my recovery plan, based on the completion of the case management assessment and acuity and will explore all referral resources suggested to me by service staff to ensure my recovery and housing stability;
- Keep all appointments with service staff. I will meet with my case manager at least once a week to discuss progress on my recovery plan goals. If I am unable to keep an appointment (office visits, or home visits), I will call and reschedule the appointment within 24 hours. If I do not attend 3 consecutive appointments, my participation in the program, including my rental assistance may be discontinued;
- Participate in monthly face-to-face home visits with my case manager;
- Fulfill my obligations as outlined in the lease and maintain the rental unit including participating in health and safety visits and periodic inspections of the rental unit;
- Pay my portion of the rent on time. I will immediately inform service staff if there is a concern about me being able to pay my rent and/or I receive any communication from my landlord that affects continued tenancy; and,
- Provide all information and documentation (such as income documentation and changes to family composition) requested by service staff.

Program participant (Print): _____

Program participant (Sign): _____ Date: _____