**Shelter Plus Care: Fully Subscribed (DHHS SPC eff. 04/05/2023)**

**Frequently Asked Questions (FAQs)**

1. **How is the program processing incomplete applications?**

Local Administrative Agents (LAAs) will continue to process DHHS SPC applications in accordance with their routine practices. If an application is determined to be incomplete, the LAA will reach out to the provider/applicant with the item(s) which needs to be addressed and/or provided to complete the application. If/when the application is resubmitted to the LAA with the requested item(s), it will again be reviewed for completeness.

1. **How is the program processing complete applications?**

LAAs will continue to process DHHS SPC applications in accordance with their routine practices. Once an application is determined to be complete by an LAA, it will be submitted to the Central Administrative Agent (CAA), Shalom House, Inc., for review. If deemed complete by the CAA, the LAA will mail a letter to the applicant and/or provider notifying them that the SPC application has been deemed complete and will be kept on file. If, at a later date, the applicant is referred to the DHHS SPC program through Coordinated Entry, the LAA will utilize the submitted SPC application and request updated supporting documentation (including but not limited to: homelessness verification, disability verification, and/or income verification).

1. **For the vouchers that will be expiring in the upcoming 30-days, how will those be reissued, or do they just expire because of limited funding?**

Any DHHS SPC voucher which has already been issued will be honored through the 120-day “look period.”

1. **Is there a timeline for when vouchers will be available again?**

We are unable to predict how long the DHHS SPC program will be fully subscribed and are not able to provide a timeline for voucher availability at present.

1. **How are recently expired vouchers being handled?**

All awarded DHHS SPC vouchers will remain open through the expiration of their120-day “look time.” After those 120-days have passed, the voucher will expire. If the applicant is still in need of assistance, they can reapply (but would not be re-awarded at this time) or seek another housing resource.

1. **Is there a reason we should tell folks to continue applying for a program that is not accepting a waitlist?**

Continuum of Care Programs, including Coordinated Entry, are person-centered and incorporate applicant/ participant choice. If an applicant chooses to apply for DHHS SPC rental assistance, they are welcome to do so by submitting a SPC application. Once deemed complete, the DHHS SPC application will be managed according to the answer to #2 above.

1. **Why isn’t there a waitlist this time?**

We are not utilizing a waitlist because Coordinated Entry is currently being piloted in several Hubs across the state. Once our Continuum of Care began utilizing Coordinated Entry, a waitlist would have implied that a person in need of housing resources is limited to apply to only those which are currently available, thus limiting participant choice. As DHHS SPC vouchers may be available in the future, the person is welcome to apply. Once complete, their application will be kept on file in case they still need the resource when the program is once again not fully subscribed; the timing of which we cannot predict.

1. **Does that mean people staying at the shelter cannot apply for them either with their housing navigator through the shelter?**

LAAs will continue to process applications regardless of referral source. Applicants do not need to apply through a housing navigator in order to put their application on file with an LAA.

1. **Does the York County shelter have their own SPC vouchers separate from this program?**

York County Shelter Program, Inc. (YCSPI) has 16 sponsor-based SPC vouchers to be used at designated scattered-site apartments within their portfolio. To apply for a YCSPI sponsor-based SPC voucher, an application can be submitted directly through YCSPI.

1. **What is the best way for people to apply for the Bridging Rental Assistance Program (BRAP)?**

The best way to apply for BRAP is according to current practice. Applicants who meet MaineCare Section 17 eligibility and one of BRAP’s three (3) priorities, can submit an application (<https://www.shalomhouseinc.org/wp-content/uploads/2019/01/BRAP-App-Effective-April-2019.pdf>)

to their LAA (list with counties served below).

**Local Administrative Agency (LAA) Contact Information**

**ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES**

**Common Ties Mental Health Services**

P.O. Box 1319

Lewiston, ME 04243

Tel. 207-795-6710

Fax: 207-795-6714 (Attn: Housing)

**YORK, CUMBERLAND, KNOX, LINCOLN, SAGADAHOC, AND WALDO COUNTIES**

**Shalom House, Inc.**

106 Gilman Street

Portland, ME 04102

Tel. 207-874-1080

Fax: 207-874-1077

**AROOSTOOK, HANCOCK, PENOBSCOT, PISCATAQUIS, AND WASHINGTON COUNTIES**

**Community Health & Counseling Services**

P.O. Box 425

Bangor, ME 04402-0425

Tel. 207-947-0366

**KENNEBEC AND SOMERSET COUNTIES**

**Kennebec Behavioral Health**

67 Eustis Parkway

Waterville, ME 04901

Tel. 207-873-2136

Fax: 207-660-4539