

From: Lucas, Gretchen (OCD)
Sent: Monday, June 21, 2010 3:10 PM
Subject: IMPORTANT DHS FORM CHANGES: EA-NDR and USR-1

Dear Shelter Provider:

Both the EA Non-Compliance Determination Request Form (EA-NDR) and the Notice of Infraction of Uniform Shelter Rules (USR-1) have been revised. Overall changes have been made to make the forms more user-friendly. In addition, a section has been added to each form that allows an EA Household to respond the situation being reported (i.e. allows the opportunity for a Head of Household to tell their "side of the story"). The email to use for the submission of forms has also changed. **New email address:** DHCDNonComplianceCoordinator@state.ma.us

Following is a description of some of the new form features:

Non-Compliance/Termination Determination Request (EA-NDR)

- Addition of a list of the regulatory grounds for non-compliance and termination
 - A brief description of the incident should still be provided however prior to submitting the request check the box that most accurately describes the situation for which the non-compliance/termination determination is being requested.

- Addition of a Household Response section
 - The person submitting the non-compliance request should provide a copy of the EA-NDR to the household for comment. The EA household has until the next business day of receipt of this notice to submit their response. If the EA household fails to respond by the next business day, the person submitting the noncompliance/termination request should note the failure to respond on page 2 of the form and submit the form to the Noncompliance Coordinator. If the EA household provides a response the person submitting the form should assist the household in providing their explanation to the Non-Compliance Coordinator.

- Addition of the field Date of Notice
 - As the household has until the next business day to provide a response it is important that this field be completed on page 1 of the form.

- Addition of an ADA section
 - In this section a household has the opportunity to request a reasonable accommodation on the basis of a disability under the American Disabilities Act (ADA). The household should also contact their Homeless Coordinator about the request. Attached is a form presented to households at intake to provide you with more information about reasonable accommodations under ADA.

Notice of Infraction of Uniform Shelter Rules (USR-1)

- Addition of a separate section to include infractions that if violated warrant the submission of a Non-Compliance/Termination Determination Request (EA-NDR)
 - The EA-NDR should be submitted when there is a single instance of a household's failure to comply with the re-housing plan or of a behavior that threatens the health or safety of themselves or others. Otherwise the EA-NDR would be submitted upon three or more shelter rule violations. In either case a copy of the USR-1 and any other supporting documentation should accompany a non-compliance request.

- Addition of a Household Response section
 - The person submitting the non-compliance request should provide a copy of the USR-1 to the household for comment. The EA household has until the next business day of receipt of this notice to submit their response. If the EA household fails to respond by the next business day, the person who completed the USR-1 should note the failure to respond on page 2 of the form. If the EA household provides a response, page 2 of the form should be submitted to the Non-Compliance Coordinator if and when an EA-NDR is submitted as a result of the infraction(s).

- Addition of an ADA section
 - In this section a household has the opportunity to request a reasonable accommodation on the basis of a disability under the American Disabilities Act (ADA). The household should also contact their Homeless Coordinator about the request. Attached is a form presented to households at intake to provide you with more information about reasonable accommodations under ADA.

NEW Non-Compliance email address:
DHCDNonComplianceCoordinator@state.ma.us