



PIONEER  
HUMAN SERVICES  
A CHANCE FOR CHANGE

# King County Housing and Recovery Through Peer Services (HARPS) Frequently Asked Questions (FAQ)

## HARPS Eligibility

### 1. Who is eligible for HARPS?

**HARPS Priority Population Eligibility:** The following is the priority population eligibility criteria for HARPS. Those meeting these criteria will receive 2 entries into the referral lottery, described in FAQ question 7.

- An individual is 18 years of age or older; and
- Experiencing a serious mental illness (SMI), substance use disorder (SUD), or co-occurring SMI and SUD; and
- Being released from an inpatient behavioral healthcare setting or has discharged from an inpatient behavioral healthcare setting within the past 45 days; and
- Experiencing homelessness or at risk of homelessness.

**HARPS General Eligibility:** The following is the general eligibility criteria for HARPS. Those meeting these criteria will receive 1 entry into the referral lottery, described in FAQ question 7.

- An individual is 18 years of age or older; and
- Experiencing a SMI, SUD, or co-occurring SMI and SUD; and
- At risk of entering an inpatient behavioral healthcare setting or has discharged from an inpatient behavioral healthcare setting more than 45 days ago; and
- Experiencing homelessness or at risk of homelessness.

# Applying for HARPS

## 2. How do I apply for HARPS?

Each month, HARPS Referral Forms will be accepted during 2 separate referral windows. The HARPS Referral Form can be found on the King County [webpage](#). HARPS Referral Forms can only be submitted during these referral windows.

- 1<sup>st</sup> Referral Window: 8 am on the 1<sup>st</sup> Monday of the month to 6 pm on the 2<sup>nd</sup> Monday of the month
- 2<sup>nd</sup> Referral Window: 8 am on the 3<sup>rd</sup> Monday of the month to 6 pm on the 4<sup>th</sup> Monday of the month

Please note, if a month has 5 Mondays, there is not an additional drawing.

At the end of each referral window, eligible applicants will be randomly selected to enroll in HARPS. The number of enrollments awarded during each referral window will be dependent on the current HARPS program capacity.

Selected applicants will be contacted, and instructions for next steps will accompany the email of acceptance. Please follow these instructions carefully.

Applicants that were not selected to enroll in HARPS will not be contacted, and all referral forms that were not selected will be deleted. Applicants that were not selected but are still eligible for HARPS are free to reapply, but they will need to re-submit the referral form during the next referral window through a new email thread.

## 3. Should I send multiple rereferral forms for the same person during the same referral window?

No, there is no need to send multiple referral forms for the same person during the same referral window. This will not increase your chances of being selected for HARPS enrollment. Please only send one referral form per person per referral window.

## 4. When will I know if my referral form is selected to move forward with HARPS enrollment?

When you submit the referral form, you will receive an auto-reply confirmation email that confirms receipt and provides a notification date which indicates when referral applicants that were selected to move forward with HARPS enrollment will be notified. If you do not hear from the HARPS team by the notification date, that means you were not selected to move forward with HARPS enrollment during this referral window.

Please note, if you send multiple referral emails during one referral window, some email systems or settings prevent the auto-reply confirmation emails from sending to the same email

address more than once as it believes the email to be repetitive. Therefore, you may only receive the auto-reply confirmation email for the first email you send per referral window.

**5. Can the HARPS team provide an update on referral form status during the referral window?**

No, the HARPS team is unable to provide an update on referral form status prior to the notification date. If you submitted a HARPS Referral Form and received the confirmation email, please know that this is confirmation of receipt. The confirmation email will also include a notification date which indicates when referral applicants that were selected to move forward with HARPS enrollment will be notified. If you do not hear from the HARPS team by this date, that means you were not selected to move forward with HARPS enrollment during this referral window.

**6. Does a confirmation email mean I was accepted for HARPS?**

No, receiving a confirmation email does not mean your referral was accepted for HARPS enrollment and does not guarantee HARPS funding or support. The confirmation email simply confirms that the referral form was received. If a HARPS Referral Form is selected to enroll in HARPS, the selected applicant will be sent an email of acceptance that provides instructions for next steps.

**7. How are HARPS referrals selected?**

HARPS utilizes a randomized, weighted lottery to select referral forms to move forward with HARPS enrollment. Each referred individual is assigned an entry number. Two entry numbers are allocated to referred individuals who currently meet the HARPS priority population eligibility criteria listed in FAQ question 1. One entry number is allocated to referred individuals who currently meet the HARPS general eligibility criteria listed in FAQ question 1. These numbers are then entered into a random generator and numbers are drawn to determine which referral forms are selected to move forward with HARPS enrollment.

**8. How many HARPS Referral Forms are selected for HARPS enrollment during each referral window?**

The number of referral forms selected for HARPS enrollment per referral window varies based on the current HARPS program capacity.

**9. If a referral form is not selected to enroll in HARPS during a referral window, can I reapply during future referral windows?**

Yes, applicants that were not selected but are still eligible for HARPS are free to reapply, but they will need to re-submit the referral form during the next referral window through a new email thread.

**10. Can I refer myself to HARPS or does a service provider need to submit the referral form on my behalf?**

Yes, individuals can refer themselves to HARPS. It is not required that a service provider complete the referral form.

**11. How am I notified if my referral form is selected to move forward with HARPS enrollment?**

The HARPS team will use the contact information included on the HARPS Referral Form to make contact if a referral form is selected to move forward with HARPS enrollment. Both the referring provider information and referred individual information may be used to make contact, so please be sure this information is up to date and accurate. If someone is being referred from an inpatient behavioral healthcare setting and scheduled to be discharged, please include contact methods that can be used once someone has discharged from the inpatient behavioral healthcare setting.

**12. If I submit a HARPS Referral Form, should I assume I will receive HARPS housing subsidy?**

No, unfortunately, the community need for HARPS exceeds the HARPS program capacity. Therefore, not every HARPS Referral Form will be selected to enroll in HARPS to receive HARPS housing subsidy.

Applicants that are selected to move forward with HARPS enrollment and who will have access to HARPS housing subsidy will be contacted. All applicants should wait to receive notification that they were selected to enroll in HARPS in order to confirm that they will receive HARPS housing subsidy.

**13. What format should I use for the HARPS Referral Form that I submit?**

Please only submit referral forms in PDF or Word format. Pictures will not be accepted from community providers and are not preferred for self-referrals. However, due to potential technology barriers, pictures of referral forms will be accepted for self-referrals only.

Please ensure all referral emails have the referred individual's initials in the subject line of the email. Do not send directly from a scanner or other "no-reply" emails. Do not send forms labeled as "scan" or only as "HARPS". Please add the referred individual's initials to the attachment.

# HARPS Services

## 14. What does HARPS provide?

HARPS provides time-limited housing support services and housing bridge subsidy. HARPS housing support services include housing search and placement services, advocacy for tenants, housing stability services, social and community integration skills training, and linkage and referral to other services. HARPS housing bridge subsidy provides time-limited funding for certain housing related expenses, which may include 3 months of rent and utilities, rental/utility arrears, move-in costs, form fees, moving costs, and up to 30 days of hotel/motel expenses while engaging in a housing search.

Participants can choose whether they would like to receive just housing support services, just housing bridge subsidy, or both.

## 15. Can HARPS find me housing?

The HARPS team can partner with the individual being served and their care team, as appropriate and permitted, to provide a variety of services to support identifying, obtaining, and retaining housing. However, HARPS is unable to independently identify or secure housing for a HARPS participant.

In order for HARPS to commit to supporting housing search efforts for an individual who is currently in an inpatient setting, there must be more than 3 weeks until the date of discharge at the time of HARPS enrollment and the referring provider should facilitate collaboration and coordination with the HARPS team to support this search, as appropriate.

If an individual is interested in support finding housing, they should indicate either “Service Only-No Subsidy” or “Services and Subsidy”, depending on their subsidy preference, within the “Services Requested” section of the HARPS Referral Form.

Referral forms should include what housing is being searched for or desired. For example, applying for Oxford housing in the Auburn/Kent area.

If a provider refers an individual who is enrolled into HARPS and is being discharged without a housing plan, the referring provider should provide the individual HARPS contact information for follow up after discharge.

## 16. How do I get my rental payments?

The acceptance email sent to HARPS referrals that are selected to move forward with HARPS enrollment will include steps needed for subsidy payment distribution. A W9 and invoice will need to be provided for the property. There are instances where a W9 will not be required if Pioneer Human Services (PHS) has paid subsidies to the same property in the past, but an invoice must be provided every time.

HARPS subsidy payments are paid only by check and only to the housing provider directly and will go to the address listed on the W9 only. If the check needs to be mailed to a different address, that request must come in writing (email is fine) from the property.

Once all necessary documentation is received, HARPS staff will process internally. If received by Monday afternoon, the check should be issued Wednesday and sent by US mail on that Friday. If received after Monday afternoon, the check may not be issued until the following week. Holidays and other mail delays will impact the timeline.

If a promissory note or confirmation is needed for a property, these can be provided on a case-by-case basis.

## Additional Questions

### 17. Who can I contact if I have more questions?

For general HARPS questions, please contact Cassandra Hunter at [chunter@kingcounty.gov](mailto:chunter@kingcounty.gov) or 206-263-3638.

For questions related to **accepted** HARPS referrals, please contact Jennifer McPherson at [Jennifer.mcpherson@p-h-s.com](mailto:Jennifer.mcpherson@p-h-s.com) or Dre Hoyt at [dre.hoyt@p-h-s.com](mailto:dre.hoyt@p-h-s.com).

Do not call any previously saved phone numbers for HARPS. The new, current HARPS phone number is 206-573-1409.