Document Owner Department: Housing **Approvers:** Legal Approval Group, Policy Compliance, Publisher-Group-Approve	**Document Owner:** Malia Sterling **Published / Effective Date:** September 1, 2026 **Annual Review Date:** N/A

1. **Policy**

   a. It is the policy of the Tulalip Tribes Housing Department ("TTHD") to have rules for the Tenant Success and Stability Services Program Policy (hereinafter TSSS).

2. **Scope**

   a. This policy applies to all TTHD Housing Program Participants.

3. **Purpose**

   a. The purpose of the TSSS Program is to provide the Participants and the Tenants utilizing TTHD Housing Programs with assistance and resources to address housing challenges and to provide opportunities to satisfy and/or remedy non-compliance with TTHD Housing Program requirements.

4. **Self-Sufficiency Funding**

   a. Self-Sufficiency Funding is to provide financial assistance to Participants with non-compliance with TTHD Housing Program requirements.

   b. Assistance depends on the funds available from the Indian Housing Plan and can change yearly.

   c. Needs assessment:

      i. A needs assessment shall be completed to document what assistance a Participant may need to bring the Participant into compliance with TTHD Housing Program requirements.

      ii. TTHD has funding set aside to assist Participants in numerous ways, including but not limited to the following:

         (1) Purchasing cleaning supplies.

         (2) Renting a dumpster to dispose of garbage.

         (3) Hiring cleaning services.

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(4) Covering the cost of participating in anger management, mental health, chemical dependency, counseling, or any other class not offered through the Tulalip Tribes.

(5) Other costs that are deemed necessary and approved by the Housing Director and/or designee.

5. **Eligible Participants**

a. The TSSS Program is available for all Participants and Tenants utilizing any of TTHD Housing Programs whom:

i. Are referred to the TSSS Program by TTHD, or

ii. are Housing Tenants whom are non-compliant and summoned to court through the eviction process.

(1) TTHD can present a Stipulated Agreement requiring participation in the TSSS Program.

b. Multi-Disciplinary Team:

i. A Multi-Disciplinary Team ("MDT") meeting will be conducted when high-levels of non-compliance occurs.

(1) The following are considered high-levels of non-compliance:

(a) Selling drugs,

(b) High-level criminal activity,

(c) Reports of potential elder abuse.

ii. The TTHD Director or designee will also review any low-level non-compliance for each referral to the TSSS Program and determine if a MDT meeting shall be conducted.

(1) Low-level non-compliance includes but is not limited to:

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(a) Inspection,

(b) Non-payment,

(c) Recertification, or

(d) Any other low level of non-compliance.

6. **TSSS Notices**

a. Introduction Notice (Attachment #1) Introduction to TSSS program will be submitted to Participant or Tenant.

b. Minor Violation Notice (Attachment #2) Will be given to the Participant or Tenant if they are non-compliant or commit a nonintentional infraction that does not impose significant risk to safety, security or operations.

c. File Close Notice (Attachment #3) Terminates Participant or Tenant from the TSSS program:

i. TSSS Coordinator will submit all supporting documentation showing any violations to TSSS program and will submit recommendation of File Close to TTHD Director or designee for review and approval. The TSSS Coordinator will provide all supporting documentation to TTHD Director or designee who will decide if termination/closure is approved;

ii. If termination/closure is approved TSSS Coordinator will mail, post or email a Final Close Notice to the Participant or tenant.

7. **Requirements of TSSS Program**

a. Initiating Services:

i. The Housing Manger and/or designee will submit a TSSS Referral, with all supporting documentation to the TSSS Program staff;

ii. The TSSS Coordinator will contact a Participant by phone, email, or a letter posted to give a brief introduction to the TSSS program and the TSSS Coordinator and schedule first meeting.

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b. Assessment:

i. During the first meeting the Participant will complete an assessment that will determine how long a Participant will be within the TSSS Program and what the Participant's Care Plan will include.

c. Identify Meeting Timeframes:

i. Participants referred to the TSSS Program must meet with the TSSS Coordinator on a weekly basis or a timeframe based on the recommendations of the TSSS Coordinator.

d. Care Plan:

i. The TSSS Coordinator tailors the Care Plan for each Participant based off the assessment, discussions during meetings with the TSSS Coordinator, and/or the Stipulated Agreement.

e. Goal Setting:

i. During each meeting the TSSS Coordinator and Participant will set S.M.A.R.T. goals.

ii. TTHD recognizes that it can take time for a Participant to make life changes and complete goals;

iii. The TSSS Coordinator will encourage Participants to take ownership of the steps they need to take to ensure they meet their goals and/or to return to being compliant with TTHD's Housing Program requirements.

f. Recommendations:

i. The TSSS Coordinator will give recommendations to the Participants for resources or referral opportunities.

g. Re-assessment:

i. Approximately fifteen (15) to thirty (30) days before the expiration of the Care Plan, the TSSS Coordinator will conduct a re-assessment. The re-assessment will determine if the Participant needs an extension to be successful without the support of the TSSS Program;

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ii. If a Participant is in the Emergency Housing Program approximately fifteen (15) days before the end of the Emergency Housing Program assistance, the TSSS Coordinator will conduct a re-assessment based on engagement and need:

(1) The TSSS Coordinator will send recommendations for hotel extension for up to 30 days to the Housing Director or designee. An extension will be based on available funding.

8. **Non-compliance of TSSS Program**

a. Participants shall comply with all recommendations from the TSSS Coordinator.

b. If a Participant fails, within the timeframe established, to complete the Care Plan and/or recommendations or is in non-compliance with the applicable agreement with the TTHD or Stipulated Agreement, the TSSS Coordinator will notify the Housing Director or designee of the non-compliance and recommend termination from the TSSS Program.

c. Failure to Respond when initiating services:

i. First missed appointment:

(1) The TSSS Coordinator will send the Participant a first violation notice describing how the lack of participation violates any applicable Housing Program agreement, Stipulated Agreement, policy, tribal code, or program requirements,

(2) The Participant will be given five (5) business days to respond to the first violation notice and become compliant with the TSSS Program.

ii. Second missed appointment:

(1) The TSSS Coordinator will send the Participant a second violation notice describing how the lack of participation violates any applicable Housing Program agreement, Stipulated Agreement, policy, tribal code, or program requirements;

(2) The Participant will be given five (5) business days to respond to the second violation notice and become compliant with the TSSS Program.

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iii. If the Participant does not respond or Participant does not become compliant, the TSSS Coordinator will notify the Housing Director or designee and submit a recommendation for a File Close Notice to be submitted to Participant and or Tenant;

iv. Process for Emergency Housing Program Participants:

(1) The TSSS Coordinator will text, email, or call (whichever means is best for the Participant) to confirm appointment date/time/location, then send a written notice via email, if available:

(a) The Participant will have 24 hours to respond to initial contact to schedule a first meeting.

(2) If the Participant does not respond within the 24 hours, the TSSS Coordinator will attempt to contact the Participant again and also reach out to the emergency contact listed, if available:

(a) The Participant will have an additional 24 hours to respond to the TSSS Coordinator to schedule a first meeting.

(3) If the participant does not respond within the 48 hours, the TSSS Coordinator will notify to the Housing Director and/or designee and submit a recommendation for a file close notice to be submitted to Participant.

d. Failure to Complete Assessment or Sign Care Plan:

i. If a Participant refuses to complete the assessment or sign the Care Plan they will be considered non-compliant with the TSSS Program:

(1) The TSSS Coordinator will send a violation notice that describes the lack of participation violating any applicable housing program, stipulated agreement, policy, tribal code, or program requirements,

(2) The Participant will be given five (5) business days to become compliant with the TSSS Program.

ii. If the Participant does not respond or Participant does not become compliant, the TSSS Coordinator will notify the Housing Director or designee and submit a recommendation for a File Close Notice to be submitted to Participant and or Tenant;

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iii. If the Housing Director or designees determines that the termination/closure is appropriate a TSSS Referral Closure Notice will be sent to the Participant, and the TSSS Program Referral will be sent to the Director or designee.

e. Failure to Complete Recommendations and/ or S.M.A.R.T. goals:

i. If the Participant does not complete their Recommendations and/ or S.M.A.R.T goals within the designated timeframe, the Participant and TSSS Coordinator will re-evaluate, set new Recommendations and/ or S.M.A.R.T goals, and determine if there is still a need for participating in the TSSS Program:

(1) After two (2) unsuccessful attempts to re-evaluat recommendations and S.M.A.R.T. goals, TTHD will send the Participant a first violation notice describing how the lack of participation violates any applicable Housing Program agreement, Stipulated Agreement, policy, tribal code, or program requirements:

(a) The Participant will be given five (5) business days to contact the TSSS Coordinator to re-evaluate recommendations and/ or goals and become compliant with the TSSS Program.

(2) If participant does not become complaint with the TSSS program, TTHD will send the participant a second violation notice describing how the lack of participation violates any applicable Housing Program agreement, Stipulated Agreement, policy, tribal code, or program requirements:

(a) The participant will be given five (5) business days to become compliant with the TSSS Program.

(3) If the Participant does not respond or Participant does not become compliant, the TSSS Coordinator will notify the Housing Director or designee and submit a recommendation for a File Close Notice to be submitted to Participant and or Tenant.

f. Stipulated Agreement Violations:

i. The Participant will be summoned back to court for a Show Cause, at a final attempt to bring the Participant into compliance, unless the Participant has already been summoned back to court for a similar violation;

ii. TTHD will give recommendations to bring the Participant back into compliance;

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iii. If the Participant does not agree with the recommendations, TTHD will proceed with the eviction process.

g. Attendance Violations:

i. Late to scheduled appointment:

(1) The Participant will be given a fifteen (15)-minute grace period after the scheduled appointment time to arrive to meeting location.

ii. If the Participant arrives to two (2) meetings after the fifteen (15)-minute grace period, TTHD deems this as a violation of the TSSS Program:

(1) TTHD will send the Participant a first violation notice in accordance with this Policy, the stipulated agreement, or any other applicable requirements.

iii. No Show to Scheduled Appointments:

(1) If a Participant fails to show up to two (2) scheduled appointments with the TSSS Coordinator the Participant will be terminated from the TSSS Program.

iv. Participant Cancellation of Scheduled Appointment:

(1) If the Participant fails to comply with the TSSS Program or fails to attend the TSSS Program meetings and/or workshops the Participant will terminated from the TSSS Program:

(a) Exceptions may be granted for absences from the TSSS Program meetings and/or workshops at the sole discretion of TTHD and may include for the death of a family member, or for illness, which may require some form of proof.

9. **Grievance process**

a. For all complaints arising from the administration of this Program, the following procedure must be followed:

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i. Each complaint must be in writing, signed by the Head of Household, filed with the TTHD and include the following:

(1) The reason for the grievance and supporting documentation,

(2) The action of relief sought.

ii. A complaint must be filed with the TTHD no later than 10 business days from the date of the action (or omission) upon which the complaint is based;

iii. Upon receipt of a complaint, the TTHD will promptly stamp the date and time of receipt to immediately acknowledge its receipt;

iv. Within 10 business days, TTHD will meet with the complainant to resolve the matter:

(1) All relevant documents, procedures, policies, codes and regulations will be reviewed and within 20 business days a letter will be mailed out to the complainant giving the decision,

(2) The decision of TTHD will constitute as the final administrative action on the complaint.

10. **Definitions**

a. "Care Plan" means an individualized plan created for each Participant that will include identified barriers based on the completed assessment, and initial recommendations sets forth by the TSSS Coordinator's recommendations.

b. "Emergency TSSS Coordinator" is an employee that clients will work with for up to ninety (90) days is responsible for working with the Participants in the Emergency Housing Program to assist with finding stable housing.

c. "Housing Director or designee" means an employee of the TTHD responsible for a specific Housing Program and/or TTHD Property.

d. "Housing Program" means a current or future housing assistance program provided by TTHD.

e. "Housing Tenant" means any participant in the HUD or Tax Credit programs.

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f. "Multi-Disciplinary Team" (hereinafter MDT) is a mix of Tulalip Tribal professionals who come together to plan and coordinate to best support the Participants who are not in compliance.

g. "Participant" means a Housing Program recipient who is referred to the TSSS Program.

h. "S.M.A.R.T goals" means goals that are created using the structure of being specific, measurable, achievable, relevant, and time bound.

i. "Stipulated Agreement" is established when any Housing Tenant becomes noncompliant, and to avoid eviction, both parties agree to enter into a conditional agreement that will be filed in Tulalip Tribal Court to remain in the program.

j. "TTHD" stands for Tulalip Tribes Housing Department.

k. "TSSS Activities Coordinator" means the TTHD staff member responsible for developing, organizing, and providing workshops and creating activities for Participants.

l. "TSSS Coordinator" means the TTHD staff member responsible for case management for Participants in the TSSS Program.

m. "Workshop" means a structured and interactive session designed to create an environment for meaningful work and to guide a group through a process that will lead to great outcomes

11. **Related documents**

a. HOUSING – Policy – Emergency Housing Program.

b. HOUSING – Rental Deposit Assistance Program.

c. HOUSING – Low Rent Housing Policy.

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