

# 811 Project Rental Assistance

January 26, 2018

# Agenda

- ▶ Welcome
- ▶ Program Overview
- ▶ Update on Program Status & Procedural Revisions
- ▶ Services for Clients
- ▶ Review of 811 Contracts and Program Compliance Requirements
- ▶ Questions & Answers

# Welcome

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# What is the 811 PRA Program?

The Section 811 Project Rental Assistance (PRA) program provides project-based rental assistance for extremely low income persons with disabilities linked with long term services. The program is made possible through a partnership between New Hampshire Housing and the New Hampshire Department of Health & Human Services, Bureau of Mental Health.

In New Hampshire, the 811 PRA program creates an opportunity for extremely low income, non-elderly persons with severe mental illness to live as independently as possible through the coordination of voluntary services and providing a choice of subsidized, integrated housing options.

# Property qualifications and types of units available

## ▶ Property Qualifications:

- ▶ Must have 5 or more units
- ▶ Cannot be age restricted or restricted housing for persons with disabilities
- ▶ No more than 10% but at a minimum of 2 units of the property's units can be set aside for the 811 PRA
- ▶ Cannot already have project based rental subsidy

## ▶ Types of Units:

- ▶ Primarily one bedroom units have been committed
- ▶ Existing and new construction properties
- ▶ New Hampshire Housing monitors for housing standards and other compliance

# Commitment of 191 units

- ▶ The 811 funding received is expected to cover the rental assistance costs for approximately 191 units throughout the state
- ▶ This funding must be allocated by 9/1/2021
- ▶ Any funding not allocated by that time will be lost

# Project Status Update

- ▶ Currently 32 RACs with 69 committed units
- ▶ 9 units have been occupied
- ▶ 9 vacant units currently

# New 811 unit referral process

- ▶ When a property knows that an 811 unit will be coming available for lease, the Owner will notify NHHFA's Asset Management Group immediately of the vacancy using the 811 Vacant Notice form.
- ▶ NHHFA will then notify OCLS of the vacancy.
- ▶ OCLS will prescreen pending and in-coming Housing Bridge applicants for eligibility to the 811 Program.
- ▶ OCLS will also email all CMHC ACT supervisors and CSP directors with information about the newly added vacant unit. This will provide case managers the opportunity to begin working with clients to complete an 811 application and send it to OCLS.



# Application referral process

- ▶ 811 applicant referrals shall be sent to the Office of Client and Legal Services. OCLS will pre-screen all applicants prior to referring them to a unit. This screening includes:
  - ▶ Ensuring the application has been completely filled out and every question has been answered
  - ▶ All documentation requested and required for the tenant screening process is attached (i.e. photo ID, social security card, birth certificate, income verifications, etc.)
  - ▶ Basic income eligibility determination.
  - ▶ Criminal background history related to sex offender registry and manufacture and sales of methamphetamine on federal housing property.
  - ▶ Applicant is ready to move.

**\*The CMHC staff who submits this application must provide their contact information to OCLS. All communication regarding applications shall be between OCLS and the CMHC staff person\***

# Application Contents

There is a “universal” 811 Application for the properties that have designated units.

1. Referral and Application Packet Checklist
2. The Application
3. The required HUD Supplemental Contact Information form (form HUD 92006)
4. A Citizenship Declaration
5. A Race and Ethnic Data Reporting Form
6. A Student Status Affidavit
7. A Disposed of Assets Certification
8. Authorization for Release of Criminal Background Check
9. Verification of Disability
10. A Rep Payee Request for Verification of Assets

# What happens next: Part 1

- ▶ The application is submitted to the management agent via email or hand delivered for screening in accordance with the property's Resident Selection Plan.
- ▶ The property agent will do an initial screening to ensure the individual is eligible.
- ▶ The Property Owner will then screen in accordance with their Tenant Selection Plan and
  - ▶ Either accept or reject the applicant.
  - ▶ Property Owners must notify the applicant, the case manager and OCLS of their decision.
- ▶ If the applicant is eligible, the agent will schedule a time for applicant, case manager, and Property Manager to meet, view the apartment and complete any more required documents.
  - ▶ If the agent has all the documentation necessary at this meeting, they can process the move-in within two to three weeks.
- ▶ OCLS will continue to send applications to the property agent until unit is filled.
  - ▶ If there are no applicants interested in applying to the available property, OCLS will notify the owner so the unit can be leased to a non-811 applicant.

# What happens next: Part 2

- ▶ After the application is processed a meeting with the applicant and case manager will be held to finish the move-in process and schedule the move-in.
- ▶ The applicant and case manager will meet with the agent on the date of move in to:
  - ▶ Inspect the unit and sign the Move-In Inspection
  - ▶ Review Tenant Certification to verify the resident's assets, income and eligible medical expenses. The resident will sign and date the Certification as confirmation that the assets, income and medical expenses are correct.
  - ▶ Review, sign and date the Lease and all Lease Addendums, acknowledgement of receipt HUD required documents and the House Rules and Pet Rules.
  - ▶ Get the keys and move-in

**\* Case managers will support the tenant through all of these steps. (including on move-in day)\***

# Rejections and Release of Unit from 811 Program

- ▶ If an applicant is rejected, the reason for rejection needs to be stated plainly in writing and state that the applicant has to 14 days to appeal the rejection. The rejection letter must also be sent to the case manager and OCLS.
- ▶ If no further applicants for a Vacant Unit, OCLS will notify NHHFA who will notify property management in writing that the unit is being released from the 811 Program so the unit can be leased to a non-811 tenant.

# Supportive Services for Residents Connected to Community Mental Health Centers

- ▶ Emergency Services 24/7
- ▶ Targeted Case Management
- ▶ Individual/Group Psychotherapy
- ▶ Medication monitoring, evaluation, administration and education
- ▶ Assertive Community Treatment Team (ACT)
- ▶ Individualized Resiliency and Recovery Oriented Services (IROS) which includes:
  - ▶ Illness Management and Recovery individual/group (IMR)
  - ▶ Evidence Based Supportive Employment (EBSE)
  - ▶ Functional Support Services (FSS)

# Supportive Services for Residents Not Connected to Community Mental Health Centers

- ▶ Assistance with Housing Services
- ▶ Emergency Services 24/7 (through the Local CMHC)
- ▶ Projects for Assistance in Transition from Homelessness (PATH) (Through the local CMHC)
- ▶ Referral Education Assistance and Prevention Program (REAP) (through the local CMCH)

# Resident/management relations

- ▶ Owner must ensure that they operate the property in accordance with health and safety standards and maintain positive relations with the residents. The Owner will have a written appeals process for resident disputes.
- ▶ If an Owner is unable to resolve any resident dispute or conflict, the Owner will contact OCLS who will provide resolution services as necessary to support the tenancy of the individual/household in the 811 PRA program assisted unit.
- ▶ OCLS will also provide services through the Referral, Education, Assistance and Prevention (REAP) Program. Additionally, OCLS will provide the Owner with a point of contact with resident concerns.
- ▶ If OCLS cannot resolve the dispute to the satisfaction of each party the Owner and/or OCLS will contact the Program Manager at NHHFA.



# Rental Assistance Contract Compliance

The 811 PRA program operates very similarly to the HUD Multifamily Project Based Section 8 program.

- ▶ Any owner entering into a Rental Assistance Contract (RAC) must have:
  - Registered in HUD's Multifamily Business Partner's System (2530).
  - A Data Universal Numbering System Number (DUNS)
- ▶ Properties will need access to HUD Multifamily Online Systems in order to gain access to:
  - The HUD Tenant Rental Assistance Certification System (TRACs)
  - HUD's Enterprise Income Verification System (EIV)
- ▶ After RACs are signed, New Hampshire Housing will provide technical assistance.

# Rent setting and Rental Assistance Contracts

- ▶ The initial RAC rent level may not exceed the applicable Fair Market Rent (FMR) as determined by HUD unless the rent level is substantiated by a market study that has been prepared in accordance with New Hampshire Housing's methodology.
- ▶ The term of the RAC is a minimum of 20 years.
- ▶ A 30 year Use Agreement must be recorded.
- ▶ An owner can request an Annual Rent Increase on the anniversary of the RAC. The increase will be the current contract rent adjusted by the HUD published Operating Cost Adjustment Factor (OCAF).

# 811 PRA General Compliance

- ▶ Integration: Units must be integrated throughout the property
- ▶ Tenant Selection Plan:
  - Occupancy preference for the number of units that will be set aside for 811 PRA eligible residents.
  - The EIV Existing Tenant Search is and that it will be used prior to move in for 811 PRA applicants.
  - VAWA protection policies for Section 811 PRA.
  - NHHFA will review & approve the property's TSP for compliance with HUD requirements.
- ▶ Property must be in good condition. Section 811 PRA units must meet state housing codes and minimum UPCS standards.
- ▶ Owners not required to have their own AFHMP for Section 811 PRA, but must follow affirmative fair housing practices in determining eligibility and conducting all transactions with perspective residents.
- ▶ Owner must submit Annual Certifications of Compliance:
  - With the 811 PRA Use Agreement.
  - With Fair Housing.

# Monitoring, Reporting and Compliance Reviews

## MONITORING REQUIREMENTS

- ▶ New Hampshire Housing will monitor properties that receive 811 PRA funding to ensure compliance with program requirements.
- ▶ Monitoring reviews will occur at least annually but, may be more frequent if the situation calls for it. Owners will be notified in advance of the monitoring visits.

# Reporting Requirements

- ▶ TRACs: Resident data must be entered into HUD's System and submitted to New Hampshire Housing by the 10<sup>th</sup> day of the month preceding the month for which to owner is requesting payment.

HUD requires quarterly and annual reports on the Section 811 PRA program from New Hampshire Housing on program management, efficient utilization of PRA units, resident outcomes, etc. It is important that owners submit data via TRACs in a timely and accurate manner, not only to ensure timely payment but, also to ensure that our reporting requirements can be met.

# Program Compliance Requirements

During monitoring visits, NHHFA will review the following areas to confirm compliance:

- ▶ **Physical inspection** of property common areas and all 811 PRA units.
- ▶ **File compliance reviews and audits:**
  - Review resident files to ensure that the HUD 811 PRA Lease is executed, that all required HUD and Owner Addenda are attached, that HUD eligibility requirements are being met.
  - Review resident files to ensure initial and at least annual eligibility with all applicable income and program requirements.
  - Review asset, income and expense verifications and calculations.
  - Review applicant rejections and move out records.
  - Verify compliance with document retention requirements.
- ▶ **Review of waiting list(s)**
  - Verify that DHS referral process was followed and properly documented.
  - Review the site's resident selection criteria and policies.

# Program Compliance Requirements continued

## ▶ TRACs data

- Ensure data is entered accurately.

## ▶ EIV Use Monitoring

- Ensure the site is utilizing the EIV system to prior to admission, to verify sources or resident income after move in and at recertification and monthly/quarterly use.

After the RACs are signed, New Hampshire Housing will provide owners/agents with what needs to be in each file in order to show compliance with 811 PRA requirements as well as, how to set up an EIV Access Binder and EIV Reports Binder to show compliance with EIV Access documentation requirements and with monthly and quarterly report use requirements.

# Contact information

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