



# 811 Project Rental Assistance General Information

Management and Development  
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[NHHFA.org](http://NHHFA.org)

# PROGRAM OVERVIEW

## 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 NH 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 rent-subsidized, integrated housing options.

# Property Qualifications and Eligibility

## Eligibility Criteria

- Must be 5 units or more
- Cannot be age-restricted or restricted housing for persons with disabilities
- Must have original capital funding from a federal, state or local source
- New Hampshire Housing is able to place between 10% (or 2 units, whichever is greater) and 25% at any property or group of properties owned by the same ownership entity
- Cannot already have project-based rental subsidy

# 811 Resident Requirements

## A Resident Must Be:

- Between the age of 18 and 61
- Be extremely low income (30% AMI)
- Be eligible for community-based, long term care services
- Have a severe mental illness
- Not be subject to a lifetime state sex offender registration program
- Not have been convicted of manufacturing or selling methamphetamine on the premises of federally assisted housing

# Unit Referral Process

Owner notifies NHHFA of the vacancy of a previously committed unit.

NHHFA will then notify DHHS of the vacancy.

DHHS prescreens applications for eligibility, contacts case managers for needed items and sends out applications to the property.

Property Management contacts the Case Manager for any further necessary documentation or information.

# Application Overview

- Since the 811 Applicant is applying for Federal Assistance, information is needed regarding **income**, **assets**, and **medical expenses**.
- It is important that the case manager work with the individual to ensure that the application be submitted in full, with all **questions answered** and all **required documents**.
- Any other documentation requested by the property agent should be collected in a timely manner so that the unit does not get offered to another applicant.

**\*Please remember:** an individual's case manager plays an extremely important role in this process, as their continued support is what will ultimately ensure this whole process runs smoothly from the application phase all the way through move-in day.

# Tenant Referral Process

1. 811 applications → DHHS
2. DHHS pre-screen's applications prior to referring them to a unit.

## This screening includes:

- Basic income eligibility determination
- Ensuring the application has been **completely filled** out
- All documentation is attached (photo ID, social security card, birth certificate, income verifications, etc.)
- Criminal background history has been notarized and mailed (not faxed!)

**Please note:** The CMHC staff who submits this application must provide their contact information to DHHS. All communication regarding applications are between DHHS and the CMHC staff person.

# What Happens Next: Part 1



The application is submitted to the **Property Management Agent** via email or fax.



The Property Owner will then **screen the applicant** in accordance with their **Tenant Selection Plan** and either accept or reject the applicant.

Property Owners must notify both the applicant, case manager and DHHS of their decision.



**If accepted**, the Agent will schedule a time to meet with the applicant and the case manager to view the apartment and complete any additional required documents.

If the agent has all the documentation necessary at this meeting, they can process the move-in within two to three weeks.



**DHHS will continue to send applications to the property agent until an applicant is selected.**

If no applicants interested in the available property, NHHFA will notify the owner so the unit can be leased to a non-811 applicant.



# What Happens Next: Part 2



Once ready for move-in, the agent will schedule a move-in date and tell the Case Manager and/or applicant:

- What his/her security deposit will be (the applicant is responsible)
- What the monthly resident contribution to rent will be
- What the pro-rated rent will be for the month of 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**.
- Go over the **Tenant Certification** which shows how the rent was determined. 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**.
- **Get the keys and move-in!**



Case manager's continued support through all of these steps is so important! (including on move-in day)

# 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 may reach out to the case manager to assist the tenant in addressing the issue/problematic behavior.

If the issue is unresolved, the owner may reach out to DHHS for assistance, and DHHS may also provide services through the Referral, Education, Assistance and Prevention (REAP) Program.

If the issue remains unresolved, the owner may move forward with the eviction process. The tenant may seek additional services at this time to work on resolution of issues.

For Owners interested in signing up for the Program:

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For Persons interested in receiving this rental assistance:

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