

New Admission

Pre-Application

Eligibility Appointment Letter

Unique Identifiers
Tcode
Name
SSN

Send Letter of Withdrawal for failure to attend 2 appointments within 10 days of scheduled appointment

Applicant Attends One of Two Scheduled Appointments

Withdraw from waitlist

Brings Required Documents All Household Members 18 & Over Must Be Present

- Birth Certificates for all family members
- Social Security Cards for all family members
- Valid Government issued ID for all members 18 years or older
- Criminal Background Screening Form – returns within 10 days
- HUD 9886 – Authorization for Release of Information
- HUD 52675 – Debts Owed to Public Housing Agencies and Terminations
- EIV Form – Enterprise Income Verification - pulled to determine if debt is owed
- Declaration of Citizenship Form
- Statement of Family Obligations Form
- Completed Personal Declaration Form
- Income Information if working 4 to 6 paystubs if receiving Social Security, Child Support, TANF or Food Stamps verification letter dated within 30 days of the appointment
- Employment Verification Form Completed – returns within 7 days
- Childcare Expenses documentation (child under the age of 13)
- Medical deduction expenses if disabled or 62 years of age or older
- Full-time Student status for all members in the family 18 years of age and older attending school

Missing Documents

FINAL Notice will be issued and they will have 7 days to submit missing documents

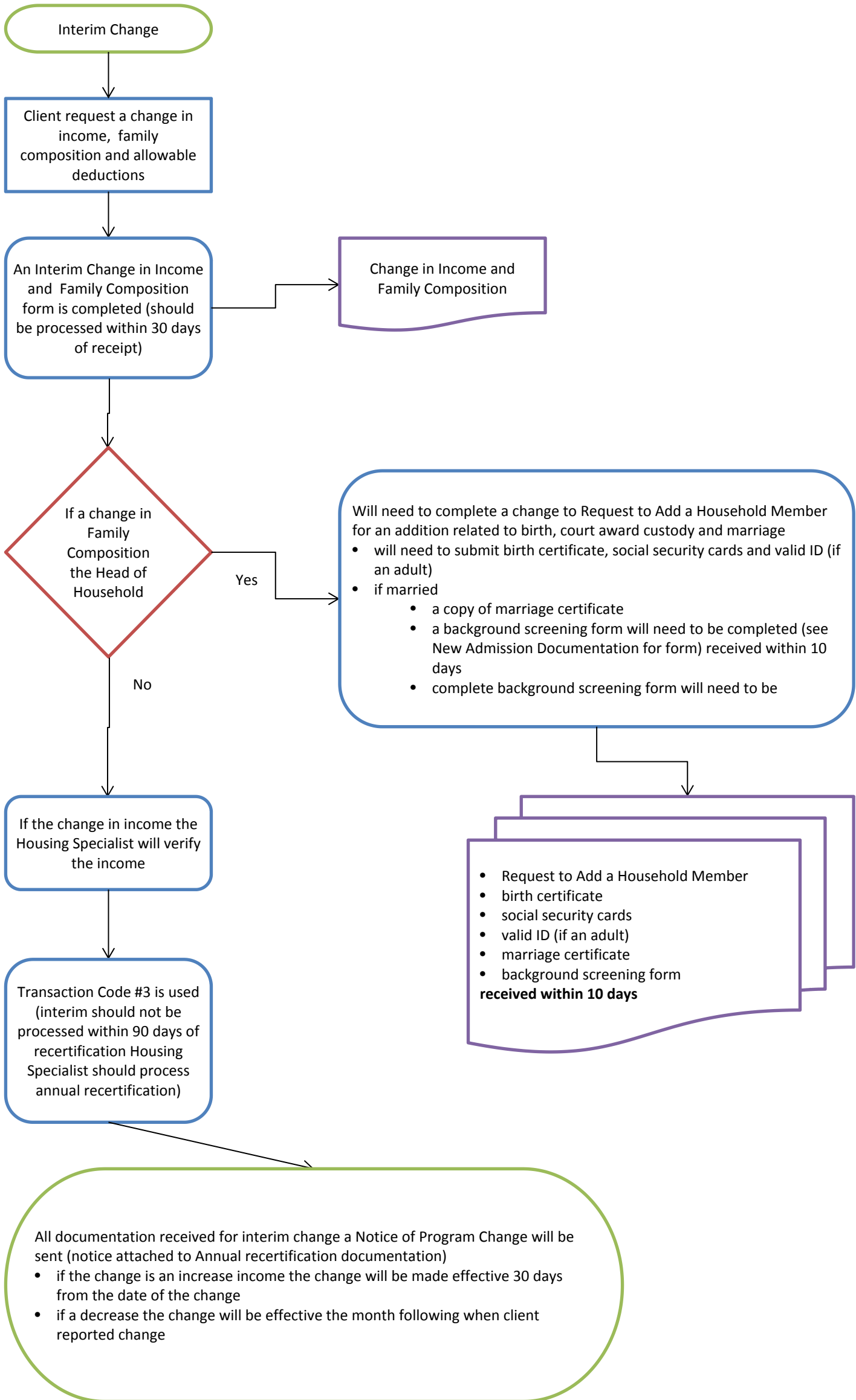
Applicant fails to meet program eligibility requirements

Applicant meets income eligibility requirements and the Criminal Background Screening returns passed a Voucher is issued

- A letter of Program Ineligibility is mailed and the applicant has 10 days to respond
- If applicant request informal review will schedule Informal Review of File
- If applicant does not request informal review close file out

If applicant fails to attend eligibility appointment, fails to submit requested information by established deadline, or fails to lease up voucher is withdrawn – FILE IS CLOSED

- Voucher is issued for 60 day timeframe
- RFTA due no later than 60 days from voucher issuance (documents)
- Once RFTA packet submitted checked for affordability and rent reasonableness (processed within 24 hours)
- Sent to inspections if meets affordability and rent reasonableness – inspection scheduled within 7 days of receipt
- If unit passes inspection landlord will submit lease agreement within 7 days of passed inspection
- HAP Contract processed within 14 days of passed inspection – which would be a CODE #1 (new admissions)
- Landlord scheduled to sign HAP contract no later than the 25th of each month
- Notices mailed for tenant and landlord Rental Amounts



Interim Change

Client request a change in income, family composition and allowable deductions

An Interim Change in Income and Family Composition form is completed (should be processed within 30 days of receipt)

Change in Income and Family Composition

If a change in Family Composition the Head of Household

Yes

Will need to complete a change to Request to Add a Household Member for an addition related to birth, court award custody and marriage

- will need to submit birth certificate, social security cards and valid ID (if an adult)
- if married
 - a copy of marriage certificate
 - a background screening form will need to be completed (see New Admission Documentation for form) received within 10 days
 - complete background screening form will need to be

No

If the change in income the Housing Specialist will verify the income

- Request to Add a Household Member
- birth certificate
- social security cards
- valid ID (if an adult)
- marriage certificate
- background screening form

received within 10 days

Transaction Code #3 is used (interim should not be processed within 90 days of recertification Housing Specialist should process annual recertification)

All documentation received for interim change a Notice of Program Change will be sent (notice attached to Annual recertification documentation)

- if the change is an increase income the change will be made effective 30 days from the date of the change
- if a decrease the change will be effective the month following when client reported change

Unit Transfer

Client submits to request to move document entitled "Notice to Vacate and Declaration of Tenant Compliance with Lease Agreement" the move-out must no less than 30 days from the date of the notice

Notice to Vacate and Declaration of Tenant Compliance with Lease Agreement

Housing Specialist will verify the following:

- Income has been updated within last 60 days
- tenant doesn't have any damages to the unit;
- tenant does not have any failed items listed on the last HQS inspection
- tenant has met all financial obligations (processed within 10 days of receipt of notice to vacate)

Housing Specialist will schedule a voucher briefing within 30 days of the notice if the client has met all program requirements

- Notice of Briefing will be sent no less than 7 days from the date of the voucher briefing
- Notice will be sent to landlord advising the date the client will vacate the unit

Briefing notice Vacate notice

Client attends voucher briefing (if client fails to attend voucher briefing will be scheduled for 2nd and final appointment) – SEE PORTABILITY PROCEDURES FOR RFTA SUBMISSION

- Voucher is issued for 60 day timeframe
- RFTA due no later than 60 days from voucher issuance (documents)
- Once RFTA packet submitted checked for affordability and rent reasonableness (processed within 24 hours)
- Sent to inspections if meets affordability and rent reasonableness – inspection scheduled within 7 days of receipt
- If unit passes inspection landlord will submit lease agreement within 7 days of passed inspection
- HAP Contract processed within 14 days of passed inspection – which would be a CODE #2 or CODE 7
- Landlord scheduled to sign HAP contract no later than the 25th of each month
- Notices mailed for tenant and landlord Rental Amounts
- Voucher Time stops when RFTA packet is submitted

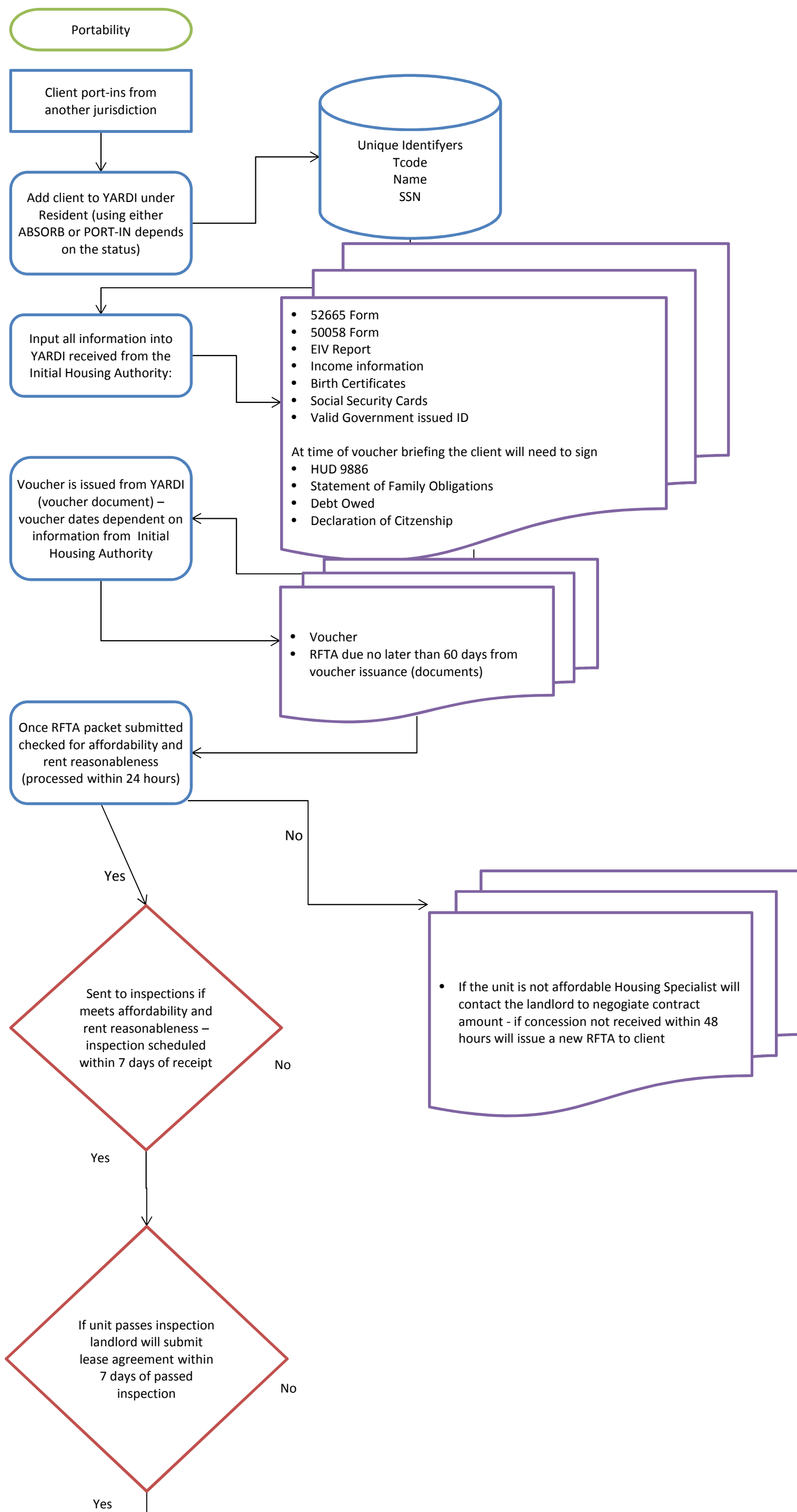
If client fails to lease a unit within the allotted 60 day timeframe – file will be processed for Program Termination

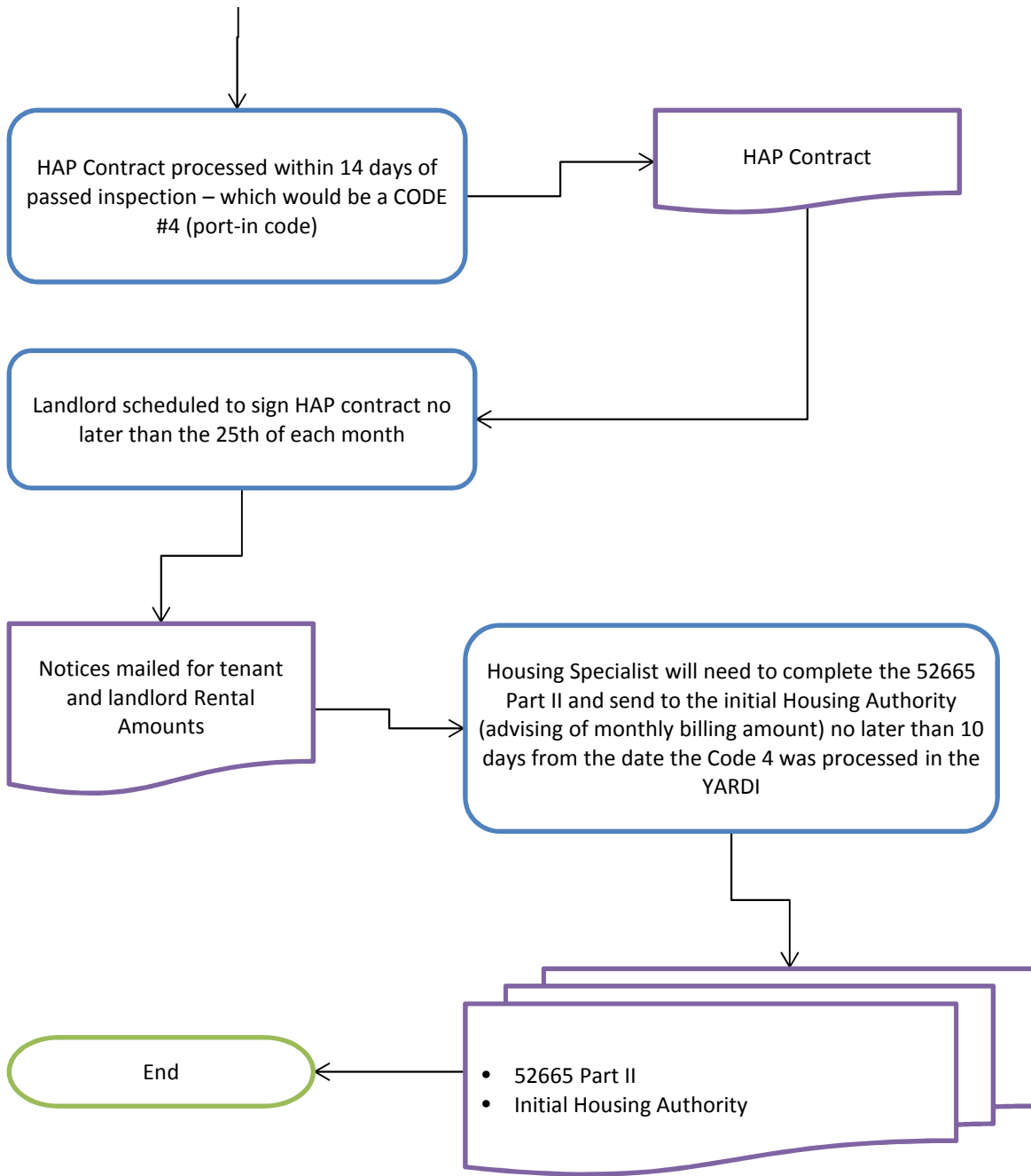
No

Yes

- If client request hearing a grievance hearing will be scheduled
- Notice of grievance hearing mailed to client decision rendered within 10 days of notice
- If decision is UPHELD – FILE CLOSED
- If OVERTURNED – voucher will be extended or client remains in current unit; letter of reinstatement is mailed

If client fails to request hearing will terminate assistance – FILE CLOSED





Annual Recertification

Client attends recertification appointment (if client fails to attend 1st appointment will be scheduled for 2nd appointment)

- Schedule 1st recertification appointment 90 days from the recertification date
- If client fails to attend 1st appointment schedule 2nd appointment 7 days from the initial appointment

1st appointment Letter
2nd appointment Letter

Client attends appointment and provides or completes the following documentation

No

Yes

- Birth Certificates for all family members
- Social Security Cards for all family members
- Valid Government issued ID for all members 18 years or older
- Criminal Background Screening Form – returns within 10 days
- HUD 9886 – Authorization for Release of Information
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If during the appointment the Head of Household needs to increase or decrease the family composition they will be required to complete the Request to Add a Household Member form (to add) along with interim change form (attached to interim change procedures)

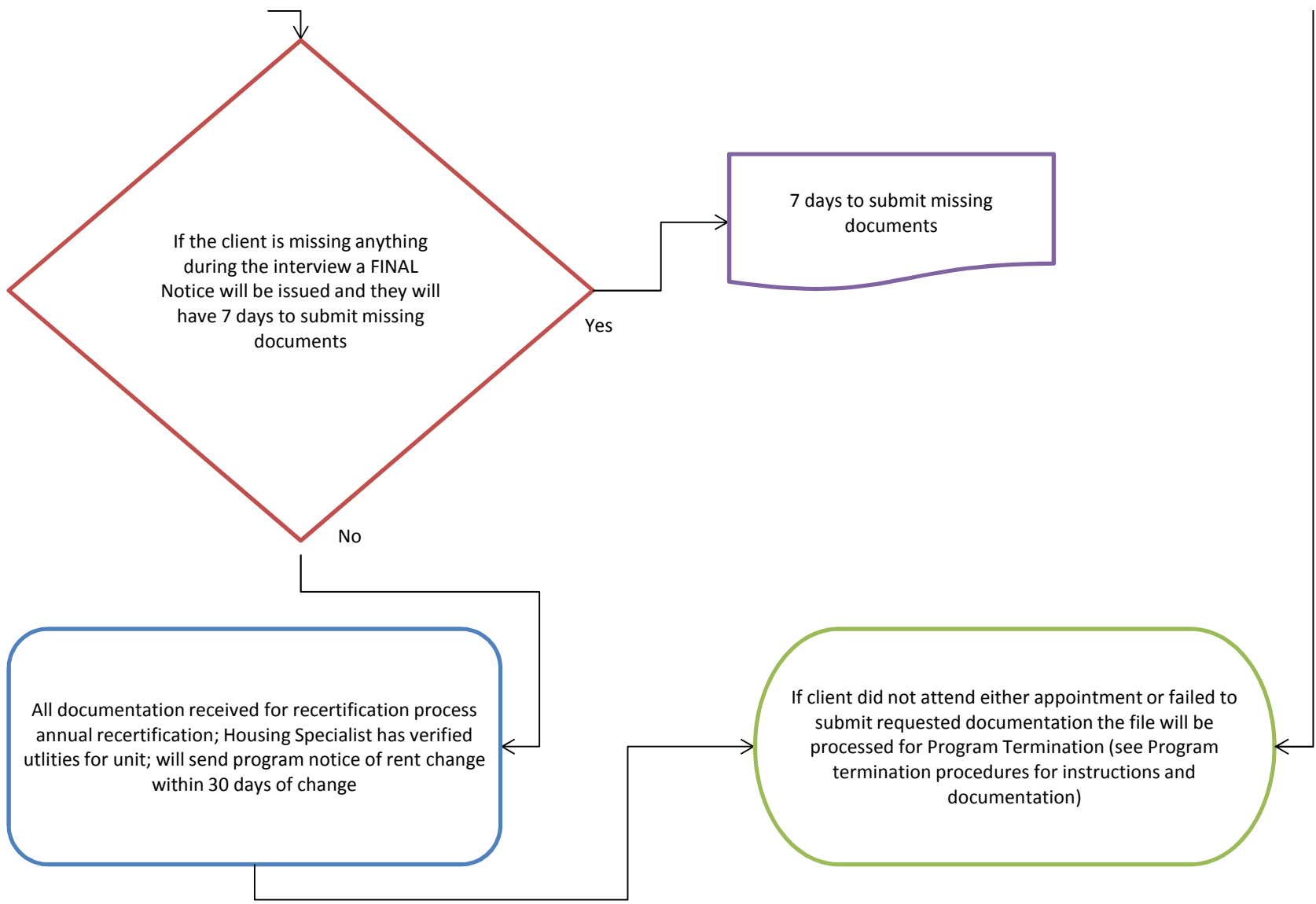
Yes

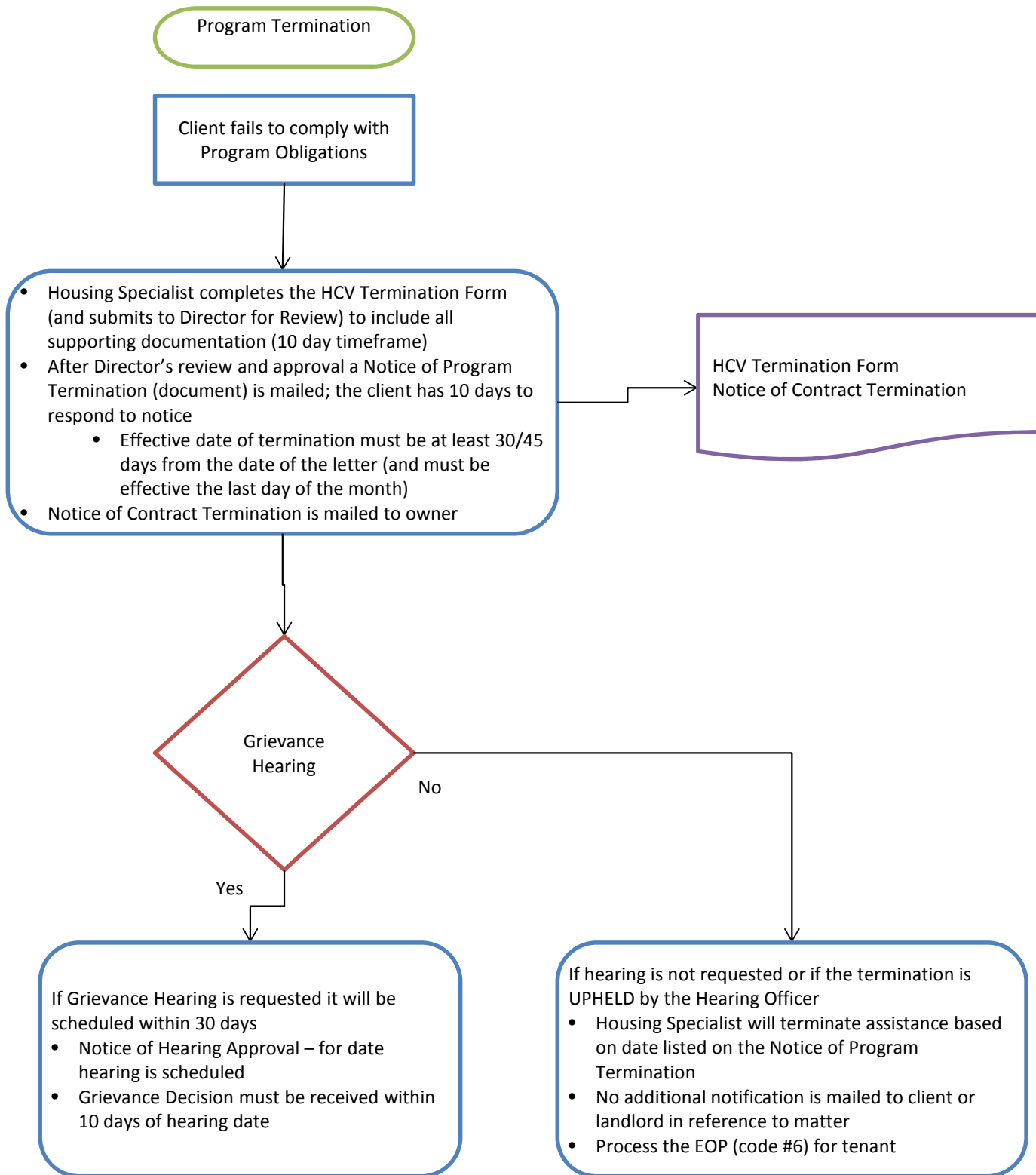
No

Request to Add a Household Member

- Supporting Documentation to Add Member:
- Marriage Certificate
 - Birth Certificate
 - Social Security Card
 - Drivers' License
 - Background Screening
 - Custody Documentation
- Remove Household Member
- Lease Agreement
 - Drivers License
 - Utility Bills
 - Custody Documents

During recertification appointment Housing Specialist will verify the voucher size based on the family composition





Program Termination

Client fails to comply with Program Obligations

- Housing Specialist completes the HCV Termination Form (and submits to Director for Review) to include all supporting documentation (10 day timeframe)
- After Director's review and approval a Notice of Program Termination (document) is mailed; the client has 10 days to respond to notice
 - Effective date of termination must be at least 30/45 days from the date of the letter (and must be effective the last day of the month)
- Notice of Contract Termination is mailed to owner

HCV Termination Form
Notice of Contract Termination

Grievance Hearing

No

Yes

- If Grievance Hearing is requested it will be scheduled within 30 days
- Notice of Hearing Approval – for date hearing is scheduled
 - Grievance Decision must be received within 10 days of hearing date

- If hearing is not requested or if the termination is UPHELD by the Hearing Officer
- Housing Specialist will terminate assistance based on date listed on the Notice of Program Termination
 - No additional notification is mailed to client or landlord in reference to matter
 - Process the EOP (code #6) for tenant