811 PROJECT RENTAL ASSISTANCE

"BEST PRACTICES"

TIPS AND REMINDERS

811 PROJECT RENTAL ASSISTANCE

Contact Information:

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Samantha Vollrath, SDHP, 811 PRA Program Lead

Samantha.Vollrath@inglis.org

811 PROJECT RENTAL ASSISTANCE

Current Landscape

FY12 Grant – *Fully Committed*

- 38 RACs (Rental Assistance Contracts)
- 201 Units
- 152 Currently Housed
- 217 Total Housed

FY13 Grant – *Fully Committed*

- 31 RACs (Rental Assistance Contracts)
- 208 Units
- 106 Currently Housed
- 116 Total Housed

Leveraged Vouchers

FY12 Leveraged Vouchers:	146
Housed To Date:	109
FY12 Leveraged Vouchers:	151
Housed To Date:	137

Total Housed by Leveraged Vouchers: 246

- 27 counties have 811 units.

811 PROJECT RENTAL ASSISTANCE

Understanding the "Numbers"

FY12 – Focus was Existing Properties

Positive: Existing Units

Challenge: Waiting for Unit Turnover

FY13 – Focus was New Construction

Positive: Lease-ups are Successful

Challenge: Construction Delays

811 PROJECT RENTAL ASSISTANCE

Next Steps: ALL 811 Units Must have 811 Tenants

Reporting Mechanisms:

- **PHFA Occupancy Report**
  - Nichole Timbers (PHFA) sends to each property on the 25th of the month.
  - Please email Nichole ntimbers@phfa.org or knagel@phfa.org, if not receiving.

All 811 Rented Units Must be Included on 811 Property Voucher Timely

A unit may be rented, but HUD does not recognize it until it's included on the voucher.

- Waitlist Admin Team Tracks all Reported Move-ins
- PHFA Tracks all Move-ins on a Voucher
- Timely Reporting of Voucher Activity
- Kristen and Peggy will Follow-Up
- Property Should Communicate Vouchering Delays with Peggy and Kristen

Monitoring Unit Turnovers

When the RAC Commitment is *NOT* Fully Leased

- Refer to the Property Tenant Selection Plan
- List Eligible Units in PAIR with Turnover

When the RAC Commitment is Fully Leased

- List only 811 Unit turnovers in PAIR
- support@socialserve.com

811 PROJECT RENTAL ASSISTANCE

Listing a Unit in PAIR

- **Pre-screening – Assessment – Intake - Referral**
- a private listing that electronically connects the vacant unit with the 811 waitlist. It is only viewable by the 811 waitlist administration team. *Timing is Important!*

First of the month

- Property receives and completes the Polling Email

Any other time during the month

- Property must email Socialserve to list unit in PAIR
  - support@socialserve.com

    - This is **not** the Housing Locator.
    - See PAIR FAQs on PHFA 811 webpage https://www.phfa.org/forms/811_pra_demonstration/guidance_and_resources/811-pm-polling-faq.pdf

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Staying in Compliance with Contracts

- **Rental Assistance Contract (RAC)**
  - 20 years
  - Plan to lease all units under RAC Commitment
  - Maintain Full Commitment at Unit Turnover

- **Use Agreement**
  - 30 years
  - Annual Certification
    - Page 3
    - PHFA Certification (with Instructions) Will be Provided this FALL

811 PROJECT RENTAL ASSISTANCE

How to Prepare:

Designate a Point of Contact

- Track 811 Progress
- Develop Plan to Meet Commitment
- Report Progress to PHFA
- Add Important Tracking Dates to Property Calendar
  - RAC Anniversary Date
  - Annual Utility Analysis
  - Annual OCAF Rent Adjustment
  - Annual Use Agreement Certification

811 PROJECT RENTAL ASSISTANCE

Utility Allowance

If your property has a utility allowance, you must submit a utility analysis at least annually to Sherri Alleman, PHFA at Salleman@phfa.org.

- Submit 90 Days Prior to RAC Anniversary Date
- Use Method Selected in RAC, Part II, p4.
  - Rural Development Properties Submit RD Utility Allowance Approval Letter
- Complete before Rent Adjustment Timeline Begins
- Utility Allowance Decreases
  - 30-day Notice of Rent Increase to Tenant.
  - Submit Copy of Notice to Kristen Nagel
- Pay Utility Allowance Reimbursements to Residents *Timely*

811 PROJECT RENTAL ASSISTANCE

Annual Rent Adjustment

811 Properties Receive an Annual OCAF Rent Adjustment.

(Rural Development Properties Submit Budget Based Rent Approval Letter)

1. Utility analysis must be submitted and approved by the Energy Coordinator at PHFA. (90 days prior to RAC Anniversary Date)
2. PHFA Financial Analysts will process the rent adjustment by applying the current year's OCAF percentage to the property rent.
3. New Rent Schedule will be sent to Property for review and signature – *If property turns down increase, **Owner** must submit request and reason to not implement rent increase.*
4. Property Returns Approved RS. PHFA facilitates signature and returns to property; Enters into iREMS.
5. *Property Staff MUST Provide a 30-day Notice to Tenants if UA Decreases and Submit to PHFA
6. Implement Rent Increase on Voucher Timely (Refer to 202D MAT Guide, Appendix H)

811 PROJECT RENTAL ASSISTANCE

Tenant Selection Plan

- Compliant with HUD Handbook 4350.3 (4-4.C)
- One Plan per Property
  - Include All Programs Participating on Property
    - Note 811 Commitment
    - How 811 Applications are Processed
    - Note All Property Policies Not Applicable to 811 Applicants
  - Required Topics
  - *Suggested* Topics
  - https://www.phfa.org/forms/811_pra_demonstration/onsite_review_forms/tenant-selection-plan-topics.pdf
  - Checklist located on PHFA 811 Webpage under Compliance

811 PROJECT RENTAL ASSISTANCE

Reminders When Processing an 811 Application:

- No Fees (HUD considers them Project Expenses)
- Rejection Letter
  - Must Be In Writing
  - Offer Reasonable Accommodations
  - Offer Appeal Process
- Disability Verification
  - Responsibility of Property Manager
  - https://www.hud.gov/sites/documents/90102.PDF
- Zero Income Renters are Permitted
- Security Deposit Payment Plans (4350.3, Chp 6)
- Move-in Inspection ("The unit is in decent, safe and sanitary Condition"; Signed, Dated and in File)
- No Minimum Rent ($25 TTP)
- No Citizenship Requirement

811 PROJECT RENTAL ASSISTANCE

Determining Eligibility; Verifying Income, Assets and Expenses

- A Responsibility of Owner to Collect

  Order of Preferred Acceptable Methods (4350.3, 5-13A)

  - Third Party Verification
  - Review of Documents
  - Family Certification

811 PROJECT RENTAL ASSISTANCE

When Third Party Verification is Not Available

- Document File with Explanation
- Include Dated Original Request for 3rd Party Verification
- Document Follow-up Attempts *Before* Moving on to Another Method of Verification

Other *Acceptable* Verification Methods

- https://www.hud.gov/sites/documents/DOC_35767.PDF

*Case Managers represent 811 applicants. They assist the applicant with documents such as DOB, SS Card, 6 mo of bank statements, copy of award letter, etc

*Property Managers represent the owner. They are tasked with sending out 3rd Party verifications.

811 PROJECT RENTAL ASSISTANCE

EIV (Enterprise Income Verification)

REMINDERS:

- **Mandatory** to Use.
- **HOW** you use it must be defined in **Written Policy and Procedures**
- **Where** to Keep Reports?
- **Who** can View Reports?
- Identify A **Coordinator** and all **Users**
- Keep up with **Recertifications** – Different than Secure Systems
- https://www.hud.gov/program_offices/housing/mfh/rhiip/eiv/eivapps

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EIV Reports

EIV Reports	Is it Mandatory?	Print and File?	Where to file?
Pending Verification	Optional	Optional	If Choose to, EIV Master File
Failed EIV Pre-Screening	Yes	Yes, Monthly	EIV Master File
Failed Verificaiton Report	Yes	Yes, Monthly	EIV Master File
New Hires Detail Report: Summary Report	Yes	Yes, Quarterly	EIV Master File
New Hires Detail Report: Detail Report	Yes	Yes, Quarterly	Tenant File
Deceased Tenants Report	Yes	Yes, Quarterly	EIV Master File
Multiple Subsidy Summary Report: Summary Report	Yes	Yes, Quarterly	EIV Master File
Multiple Subsidy Summary Report: Detail Report	Yes	Yes, Quarterly	Tenant File
No Income Reported on 50059	Yes	Optional	If Print, EIV Master File
No Income Reported by HHS or SSA Reports	Yes	Optional	If Print, EIV Master File

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EIV Continued…

HUD's EIV Training and Outreach for Multifamily Housing Programs

https://www.hud.gov/program_offices/housing/mfh/rhiip/eiv/eivtraining

The training/slideshow is broken down for user ease.

- **Day One:** https://www.hud.gov/sites/documents/DOC_14931.PDF

  Provides an overview of EIV, how to gain access and maintain it, User Administration, Security Awareness

- **Day Two:** https://www.hud.gov/sites/documents/DOC_14936.PDF

  Discusses the different reports found in EIV and monitoring.

***Reminder: How the property uses EIV reports must be addressed in the property's Tenant Selection Plan.**

811 PROJECT RENTAL ASSISTANCE

Locating the PHFA 811 Webpage

Go to: www.phfa.org

- Click Partners
- Click Multi-family Housing Professional
- Click Asset Management
- Click 811 PRA

811 PRA Webpage

https://www.phfa.org/mhp/section811pra/

- Guidance and Resources
- Useful HUD Links
- Past Presentations
- Compliance Tips
- Voucher and Special Claim Forms

811 PROJECT RENTAL ASSISTANCE

HUD Helpdesks

HUDs Secure Systems: REAC_TAC@hud.gov

- Phone: 888-245-4860

HUD Multifamily Helpdesk:

- EIV: MF_EIV@hud.gov
- APPS: Apps-F24P@hud.gov
- iREMS: IREMS_HelpDesk@hud.gov
- TRACS: tracs_hotline@hud.gov
- Phone: 800-767-7588

811PRA Voucher Submission

Pennsylvania's Section 811 Project Rental Assistance Program

Thursday, June 9, 2022

2022 PHFA Multifamily Affordable Housing Conference

Topics:

- HUD Secure Systems
- Parent Voucher vs Child Voucher
- Voucher Submission Timeline
- Voucher Submissions
- Processing Negative 811PRA Vouchers
- Tenant Certifications
- Gross Rent Changes
- Vacancy Claims

HUD Secure Systems

- **APPS –** Active Partners Performance System
  - System for HUD to approve Industry business partners

- **iMAX** – Integrated Multifamily Access exchange
  - System to send/transmit data

- **TRACS** – Tenant Rental Assistance Certification System
  - System to collect tenant data and voucher payment requests for HUD's Multifamily programs

- **EIV** – Enterprise Income Verification
  - System to verify employment and income information

Parent Voucher vs Child Voucher

- **Parent Voucher** – PHFA's voucher submission to HUD
  - No tenant information included
  - Child voucher totals and RAC # only

- **Child Voucher** – Property voucher submission to PHFA
  - Unit / Tenant Name, Rent / Subsidy Figures
  - Adjustments to previous voucher months
  - Vacancy Claim payments
  - Repayment Agreement adjustments

Voucher Submission timeline

- **Child voucher submission due to PHFA by 10th calendar day of the month** – Example: July 2022 voucher submission due 6/10/2022

    - Opportunity to resolve issues with voucher record and/or tenant records

    - Unresolved issues – TWO OPTIONS
        - Include child voucher for payment with discrepancy letter (property to submit corrections with next month's child voucher)
        - HOLD child voucher from parent voucher (corrected child voucher will be included with the next month's parent voucher submission)

- **Parent voucher submission must be in TRACS by the 20th calendar day of the month** – Example: July 2022 parent voucher due 6/20/2022*

*date subject to change depending on where it falls during the month (weekends, holidays, short months)

Voucher Submissions

- Property voucher **will not** appear in TRACS
- Vouchering must continue when started
- Negative vouchers must be repaid, or in the process of being repaid, by the 3rd month following occurrence

Processing Negative 811PRA Vouchers

- **First Month** – voucher calculates to negative total
  - PHFA will add miscellaneous accounting request to reverse negative amount, changing voucher total to $0
  - If possible, this amount will be deducted from future voucher submissions until paid in full
- **Second Month** – voucher generates no funds
- **Third Month** – voucher generates no funds
  - Miscellaneous accounting request applied to first month's voucher will be reversed, and property will be required to submit a check to PHFA to return the overpaid subsidy previously received

Tenant Certifications

- Tenant certifications **will** appear in TRACS
- **Minimum $25 TTP rule DOES NOT apply to the 811PRA program**
  - Hardship exemption code - populate with code 5 (other circumstances determined by the responsible entity or HUD) – contact software vendor for assistance
    - line 115 of 50059
    - MAT10 Basic record Section 2 field 63
- **Contract rent on MI certification –** double check contract rent before sending
- **Send unit address file (MAT15) with new MI** – contact software vendor for assistance
- **Remember to update software with new S8 income limits** – contact software vendor for assistance

Gross Rent Change (GRC)

- **Must have copy of fully executed rent schedule for 811PRA units**
  - DO NOT implement on a voucher without it

- **Pay attention to effective date of contract rent change, and if applicable, effective date of utility allowance**
  - Dates could be different pending 30-day notice of increase in tenant rent due to utility allowance decrease

- **Create a Gross Rent Change (MAT70) record for all 811PRA units occupied as of the effective date of the rent change**
  - If certification with same effective date – no gross rent change record needed – cert reports new rent
  - Corrections to any previously processed certifications with effective date on or greater than GRC date

- **DO NOT wait for the next certification that is due for the tenant to implement the new rent for the unit**

- **Contact software vendor for assistance**

Vacancy Claims

- **Regular Vacancy Claim only**
  - Unit is eligible for claim after 811PRA tenant vacates unit
    - Claim period - ready for occupancy date thru new 811PRA resident MI date or 60 days from ready date, whichever is sooner
  - Follow 811PRA Regular Vacancy Claim Checklist
    - **NOTE**: ***waitlist NOT needed*** *for 811PRA Vacancy Claim*

PHFA
PENNSYLVANIA HOUSING FINANCE AGENCY

Housing Management Division

811PRA REGULAR VACANCY CLAIM CHECKLIST

PROPERTY NAME			
CONTRACT NUMBER		UNIT NUMBER	

Submission Timelines:
Initial Claim: Must be received PHFA within 180 days from the date the unit became available for occupancy.
Resubmitted Claim: Must be received by PHFA within 30 calendar days from the date of notification letter.
Appeal: Must be received by PHFA with 30 calendar days from the date of notification letter.

HUD FORMS & PROCESSING CHECKLIST

1. ____ Complete the current version of form HUD-52670-A Part 2
2. ____ Complete the current version of form HUD-52671-C
3. ____ Complete a Checklist – S811 PRA Special Claims for Regular Vacancies

REQUIRED DOCUMENTATION FOR SPECIAL CLAIMS SUBMISSION

4. ____ Submit a copy of the signed move-in 50059 completed at move-in, birthdate and SSN redacted, for the former tenant that shows the amount of the TTP and verifies the correct amount of security deposit.

5. ____ Submit documentation that the appropriate security deposit was collected from the tenant, such as: a copy of the original move-in lease, a copy of the tenant's ledger card, or a copy of the receipt(s) for security deposit collected. ****If the tenant failed to give proper notice to vacate as required under the lease, the claim must be reduced by the amount collected from other sources**.

6. ____ Submit a copy of the security deposit disposition notice provided to the tenant which indicates the move-out date, amount of security deposit collected, amount of security deposit returned, any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease.

7. ____ Submit a copy of voucher adjustment page verifying the move-out date of former tenant. ****Confirm that the move-out of the former tenant is viewable in TRACS.**

8. ____ Submit a copy of voucher adjustment page verifying the move-in for new tenant. ****Confirm that the move-in for the new tenant is viewable in TRACS**

9. ____ Submit a copy of the maintenance log that contains the following:
   - Move-out date
   - Start and finish dates of each process for reconditioning the unit
   - Date unit is ready for occupancy after all work is completed
   - Date unit was re-rented

10. ____ If unit was not filled within 60 days, submit self-certification stating unit was listed with PAIR for 60 days.

Signature of Owner/Management Agent Date

811PRA Vacancy Claim Checklist

- **PHFA 811PRA website**
  https://www.phfa.org/mhp/section811pra/
    - **Guidance and Resources**
        - Owner's Guide to HUD Secure Systems Access for Coordinators
    - **Vouchers and Special Claims**
        - Submission guidance and information
        - 811PRA Vacancy Claim checklist
        - Vacancy Claim Form and Schedule
        - Negative voucher procedures
    - **Presentations**
        - MAHC – June 2022
- **Questions?**
    - Peggy Snyder psnyder@phfa.org or 717.780.3984

Section 811
Project Rental Assistance

Sami Vollrath, 811 PRA Program Lead

811 PROJECT RENTAL ASSISTANCE

SDHP

A Program of Inglis Community Services

Section 811 PRA Scope

- Statewide program
- **69** Properties
- **20+** Property Management Companies
- **48** Current vacancies
- **508** Referrals have been made (Jan 1 – now)

811 PRA Wait List Eligibility Criteria

- 18-61 years of age (at time of lease up)
- Disability
- 30% AMI (total gross income)
- Medicaid eligible
- Eligible for long term services and supports*

Registered lifetime sex offender and individuals convicted of methamphetamine production on federally assisted property are ineligible

811 PRA Priority Populations

1: Institutionalized
(not criminal justice related)

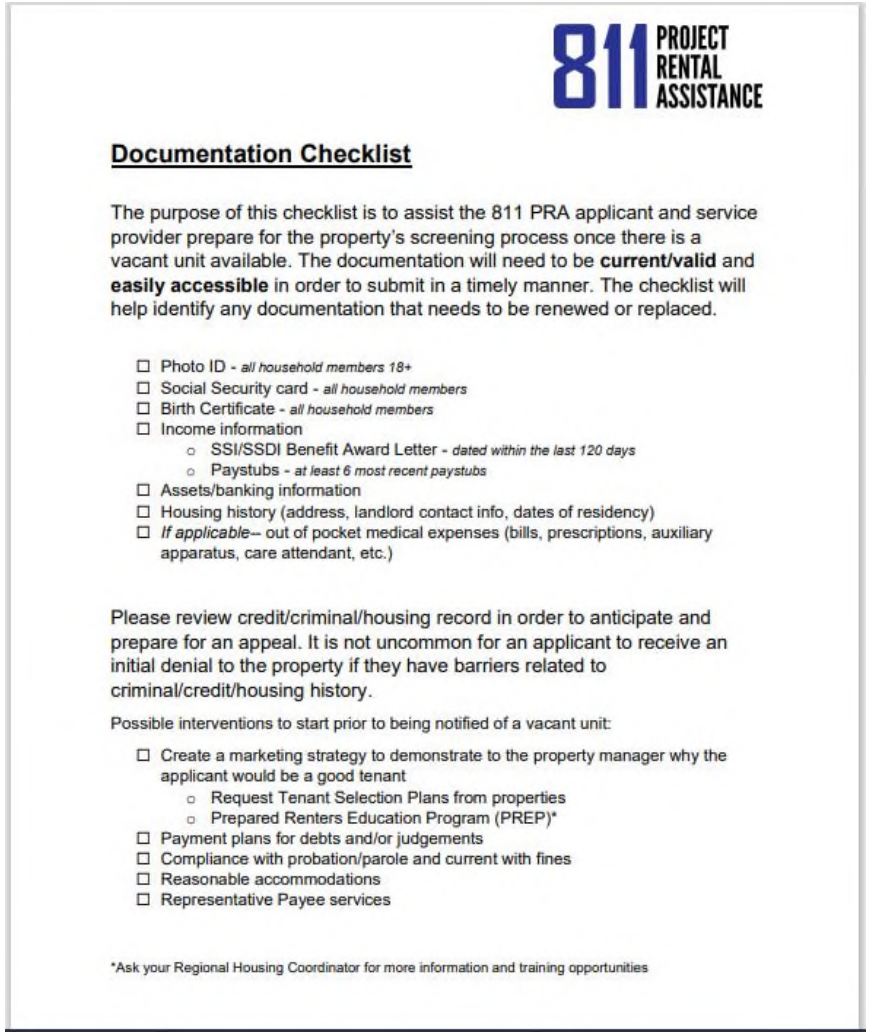
2: At-risk of institutionalization

3: Congregate care setting

Prep Work

The 811 WL Admin team emphasizes what documentation will be needed by the properties through several touchpoints in the program:

- Overview webinar / quarterly calls
- Once we approve someone's WL status
- Notice of Availability letter
- Acceptable Forms of Verification (HUD Appendix) – as needed



811 PROJECT RENTAL ASSISTANCE

Documentation Checklist

The purpose of this checklist is to assist the 811 PRA applicant and service provider prepare for the property's screening process once there is a vacant unit available. The documentation will need to be **current/valid** and **easily accessible** in order to submit in a timely manner. The checklist will help identify any documentation that needs to be renewed or replaced.

- ☐ Photo ID - *all household members 18+*
- ☐ Social Security card - *all household members*
- ☐ Birth Certificate - *all household members*
- ☐ Income information
  - SSI/SSDI Benefit Award Letter - *dated within the last 120 days*
  - Paystubs - *at least 6 most recent paystubs*
- ☐ Assets/banking information
- ☐ Housing history (address, landlord contact info, dates of residency)
- ☐ *If applicable*– out of pocket medical expenses (bills, prescriptions, auxiliary apparatus, care attendant, etc.)

Please review credit/criminal/housing record in order to anticipate and prepare for an appeal. It is not uncommon for an applicant to receive an initial denial to the property if they have barriers related to criminal/credit/housing history.

Possible interventions to start prior to being notified of a vacant unit:

- ☐ Create a marketing strategy to demonstrate to the property manager why the applicant would be a good tenant
  - Request Tenant Selection Plans from properties
  - Prepared Renters Education Program (PREP)*
- ☐ Payment plans for debts and/or judgements
- ☐ Compliance with probation/parole and current with fines
- ☐ Reasonable accommodations
- ☐ Representative Payee services

*Ask your Regional Housing Coordinator for more information and training opportunities

Referrals to Available Units

- We maintain the only waitlist for 811 PRA units
- Refer first 5 (at minimum) from our WL
- Email case manager notifying them someone they are working with is being referred to an available unit (includes property application)
- 10 business days to return app and documentation for order of list to be a factor (can submit after deadline but no preference given)
- List of referrals is sent to the property manager – list is in order as they appear on our waitlist
- Weekly outreach to property for updates and repeat above steps as necessary

Order of Referrals

- Each time a new unit is listed, we start from the top of WL
- 10 business days for order to be a factor
- Can still submit application after 10 business days but no consideration needed
- Can keep apps on file but can only use **if and when** the person is referred again

Applicant	Service Provider	Priority Group	Letter Sent	Due Date
Leslie Knope	Sami Vollrath	1	7/2/2021	7/16/2021
Kevin Bacon	Jennifer Malone	1	7/2/2021	
David Rose	Julia Hoskins	1	7/2/2021	
Tom Nook	Sami Vollrath	1	7/2/2021	
Peter Parker	Tara Thobe	2	7/2/2021	
Troy Barnes	Dawn Edwards	2	7/2/2021	
Clark Kent	Julia Hoskins	2	7/2/2021	

Processing Applications

- Encouraged to process multiple apps (at least two)
- Our folks have high barriers and this can lead to them withdrawing from the process or slow follow through
- Multiple offers at once, can submit applications for any and all
  - WL admins do try to gauge their preferred property and adjust referrals accordingly

Appealing A Property Rejection

Is there an explanation and supporting documentation for the negative history?

Has the individual taken steps to remedy the barriers?

What positive aspects of the individual's life can be highlighted?

Tenant Selection Plans can be extremely helpful in determining what would be considered grounds for a rejection and what the appeal process entails.

Common Barriers Once Referred to 811 PRA Units

- Current living situation (nursing care facility, homelessness)
- Limited transportation access
- Schedule flexibility
- Collecting documentation from external agencies
- Zero income (barrier but not a determining factor)
- Ongoing pandemic challenges

Pandemic Lessons (we hope to see continue)

March 16, 2020 – March 15, 2021 → 73 individuals housed
Compared to the same dates one year prior → 61 individuals

- Video/pictures of unit
- Virtual interviews
- Electronic signatures (collecting wet signatures all at once)
- Submitting application/documentation via email

Coordinating Communication

- Assistance with follow up to case managers
- Determine if additional referrals need to be made (balancing what is and what should be)
- Provide weekly updates to PHFA on status of current vacancies

Unit	BR size	Date Available in PAIR	Applicant	Service Provider	Priority Group	Letter Sent	Due Date	Unresponsive	Declined	Interested	Application Submitted	Application Being processed	Approved	Rejected	Appealing	Moving In	Change in Status	Offer Voided	Notes
Erie County																			
Villa Maria 2	2	7/1/2021	Leslie Knope	Sami Vollrath	1	7/2/2021	7/16/2021										X		7/5 – Cx is no longer working with this service provider and is no longer residing in the Erie area.
			Kevin Bacon	Jennifer Malone	1	7/2/2021			X								X		7/12 – SP returned my call to say that Cx is housed and should be removed from the waitlist.
			David Rose	Julia Hoskins	1	7/2/2021				X									
			Tom Nook	Sami Vollrath	1	7/2/2021			X	X									7/12 – Cx was interested; went to go see the unit and informed us it would not meet their needs
			Peter Parker	Tara Thobe	2	7/2/2021				X	7/9/2021	X		X	X				7/12 – rejected due to criminal history, plans to appeal
			Troy Barnes	Dawn Edwards	2	7/2/2021		X											
			Clark Kent	Julia Hoskins	2	7/2/2021				X	7/3/2021	X							The SP provider contacted me to say that the applicant doesn't think they can aford the program.

Tracking Report (weekly outreach)

Timeline When Unit Becomes Available

811 PRA referrals have **10 business days** to submit a completed application to the property manager after receipt of the vacancy notice email to the service providers

Property managers are only required to list vacancies for **60 days**

With a tight timeline, it's important that service providers **help individuals with pre-tenancy work, particularly if a property denial is possible**

SERVICE PROVIDERS

To help client complete application & submit documentation to property

PROPERTIES

To keep vacant units listed for 811 referrals

Keep In Mind…

Accommodations and modifications may be requested

- Request for virtual intake appt if unable to come to the property
- Supports drop off applications or sending electronically

No application fee charged

Individuals are responsible for their portion of first month's rent & security deposit

- Security deposits are equal to the total tenant payment **OR** $50 whichever amount is greater

Sami Vollrath

811 PRA Program Lead

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SDHP811@inglis.org
www.inglis.org/sdhp

Self-Determination Housing of Pennsylvania

A Program of Inglis Community Services