

HUD 811 Project Rental Assistance



This training is made possible by the *Maryland Partnership for Affordable Housing* with funding from the Maryland Department of Health and Mental Hygiene *Money Follows the Person* program.



Money Follows the Person



Department of Health and Mental Hygiene



Department of Housing and Community Development



Maryland Department of Disabilities



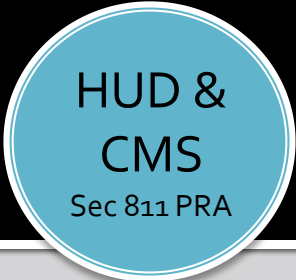
Maryland Partnership for Affordable Housing



Meet Cheryl, David, John and Carol



- Oct. 2011 - CMS Real Choice Systems Change grant
 - 16 states applied - 6 grants were awarded (MD, IN, TX, WI, OR, MI)
 - Purpose - Develop infrastructure to implement a new rental assistance program - HUD 811 Project Rental Assistance Demonstration Program (PRA)
- July 2012 – DHCD in partnership with DHMH and MDOD applied for HUD 811 Project Rental Assistance funding
 - 32 states applied
- February 2013 – Received notice of grant award - \$11 million
 - 13 grants awarded (CA, DE, GA, IL, LA, MA, MD, MN, MT, NC, PA, TX, WA)
- July 2014 – signed Cooperative Agreement with HUD enabling MD to implement the program



HUD and CMS form partnership



Housing Developers and Property Managers partner with Case Managers/CILs for continued assistance

- *MDOD manages web-based eligibility system and tenant selection & referral; tracks unit availability*
- *DHCD reaches out to developers and funds units; pays rent subsidies; ensures housing quality standards; ensures HUD program compliance*
- *DHMH (with associated Case Managers) and CILs enroll applicants, make services available, assist with transition and manage tenant issues*

Why is 811 PRA Important?



New funding for ongoing rental assistance



Case managers/CILs are central to success



Quality, affordable housing for people with disabilities at extremely low income



Integrated units – no more than 25% for people with disabilities in any development



Quality housing units in vibrant communities near transportation and services

811 PRA Program Overview

Goal

- 150 permanent supportive housing units

Program Type

- Project-based rental assistance
- Located in multi-family housing developed with affordable housing development funds
- Integrated – no more than 25% of units designated for people with disabilities

Eligible Applicants

- Age 18 to under age 62 at time of leasing
- Disabled as defined by HUD
- Medicaid recipients
- Eligible for long-term supports and services
- Income at or below 30% Area Median Income (AMI) – includes SSI level income

Rent Contribution

- 30% of income for rent and utilities combined

811 PRA Eligible Population

Non-elderly adults between 18 and 62 years of age

Disabled as defined by HUD

Income at or below 30% AMI

Eligible for LTSS through Medicaid or other state funded program

811 PRA Priority Population

■ Prioritized in this order:

1. **Institutionalized:** nursing facility, ICF/ID, state psychiatric hospital or hospital where assistance is available under Medicaid
2. **At risk of institutionalization due to current housing situation:** i.e. change in health status, change in available supports, deplorable housing conditions
3. **Moving to independent renting:** DDA Community Pathways waiver GH & ALU, Brain Injury waiver ALU, MHA Residential Rehabilitation Program
4. **Homeless (as defined by HEARTH Act) in this order:**
 - Actually homeless
 - Imminent risk of homelessness
 - Homeless under other Federal statutes (i.e. unaccompanied youth/families w/ youth)
 - Fleeing domestic violence

HUD Definition of Disability

For the 811 PRA program, the following definition is used:

Persons with Disabilities shall have the same meaning as defined under 42 U.S.C. § 8013(k)(2) and shall also include the following, as found in 24 CFR § 891.305:

A person who has a developmental disability, as defined in section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001(5)), i.e., if he or she has a severe chronic disability which:

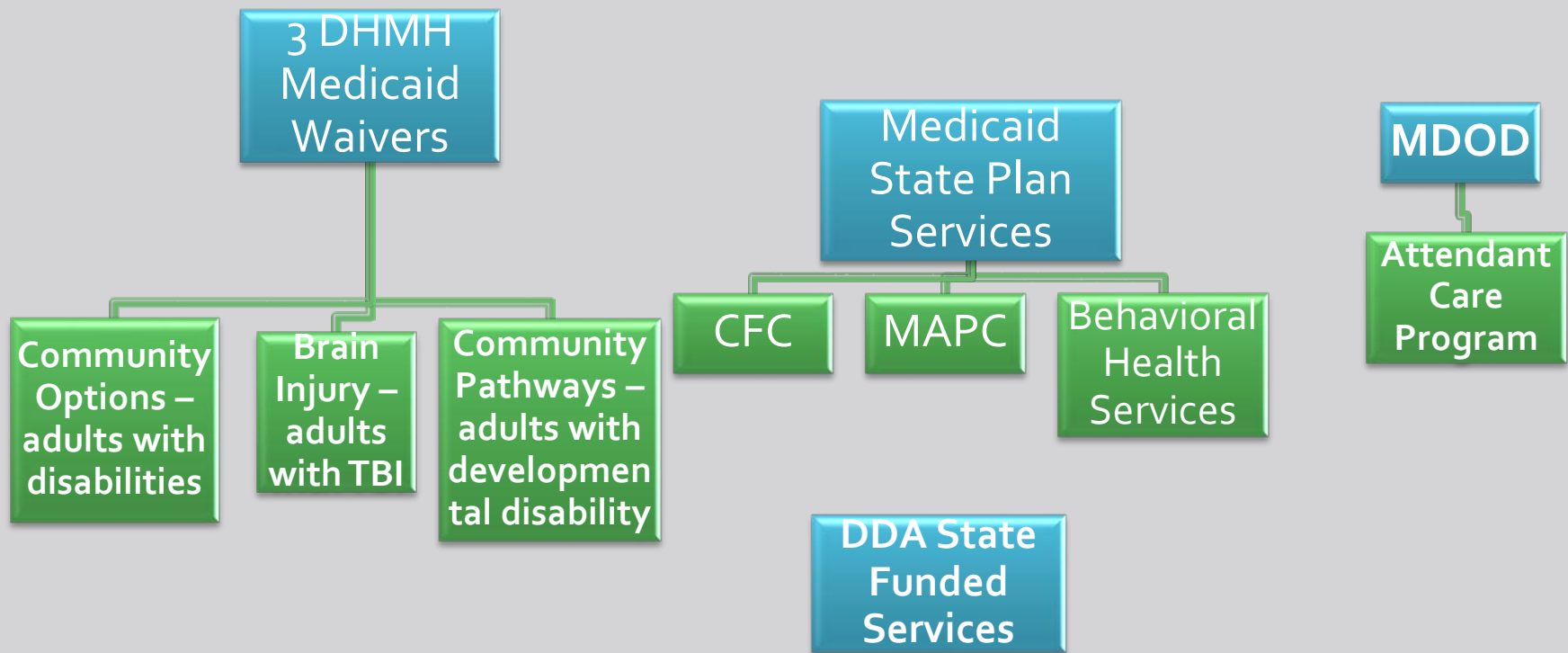
- (i) Is attributable to a mental or physical impairment or combination of mental and physical impairments;
- (ii) Is manifested before the person attains age twenty-two;
- (iii) Is likely to continue indefinitely;
- (iv) Results in substantial functional limitation in three or more of the following areas of major life activity:
 - (a) Self-care;
 - (b) Receptive and expressive language; 24 form HUD-92305-PRA (03/2014)
 - (c) Learning;
 - (d) Mobility;
 - (e) Self-direction;
 - (f) Capacity for independent living;
 - (g) Economic self-sufficiency; and
 - (h) Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated; or

A person with a chronic mental illness, i.e., a severe and persistent mental or emotional impairment that seriously limits his or her ability to live independently, and which impairment could be improved by more suitable housing conditions; or

A person infected with the human acquired immunodeficiency virus (HIV) and a person who suffers from alcoholism or drug addiction, provided they meet the definition of "person with disabilities" in 42 U.S.C. § 8013(k)(2).

A person whose sole impairment is a diagnosis of HIV positive or alcoholism or drug addiction (i.e., does not meet the qualifying criteria in section 811 (42 U.S.C. § 8013(k)(2)) will not be eligible for occupancy in an Assisted Unit.

Voluntary Support Services



Income Thresholds

		1-Person Household	2-Person Household
Jurisdiction	Area Median Income (AMI)	Income Limit 30%	Income Limit 30%
Baltimore Metro Area	\$85,600	\$18,000	\$20,600
Washington, D.C. Metro Area	\$107,300	\$22,550	\$25,800

811 PRA Unit Locations

Locations:

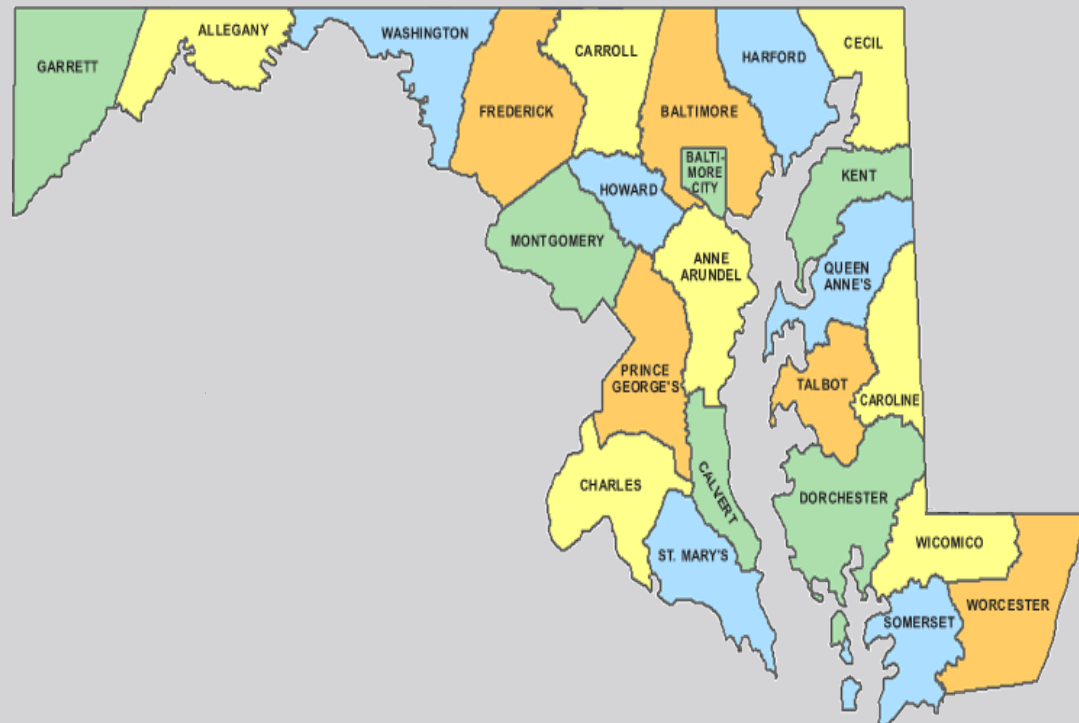
Baltimore MSA*

Anne Arundel County

- Baltimore City
- Baltimore County
- Carroll County
- Harford County
- Howard County
- Queen Anne's County

Washington MSA*

- Calvert County
- Charles County
- Frederick County
- Montgomery County
- Prince George's County



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*MSA – Metropolitan Statistical Area

58 Units Already Identified

- Anne Arundel County
 - 8 units at Berger Square in Odenton
- Baltimore County
 - 11 units at Hopewell Point in Dundalk
- Frederick City
 - 11 units at Sinclair Way in downtown Frederick
- Harford County
 - 13 units at Riverwoods at Tollgate
- Prince George's County
 - 15 units at Bladensburg Commons in Bladensburg



Case Management and the 811 Project Rental Assistance Program

Martha Egan
The Coordinating Center



Who is the case manager in your system?



Supports Planner

Resource Coordinator

Independent Living Specialist

Housing Coordinator

Behavioral Health Targeted Case Managers

Institution-Based Social Worker

RRP Case Managers



811 PRA Case Management



Person-Centered

Strength and Asset Based

Voluntary Supportive Services

Flexible

Creative

Pro-Active

Responsive



- Engagement
- Developing a Trusting Relationship
- Resource Connection
- Goal Setting
- Pro-Active Intervention



811 PRA Case Management



Knowledge and Experience:

- Navigating complex health and housing systems
- Communicating with multiple persons from family members to health and housing providers
- Establishing effective partnerships
- Advocacy and negotiation



811 PRA Case Management

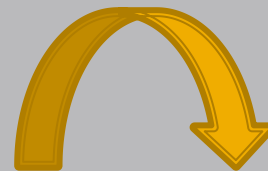
ACCESS.....RETENTION

What is 811 PRA program access?

What is 811 PRA program retention?



- Outreach and Education
- Referral to 811 PRA Program
- Waitlist Period
- Lease/Move-In

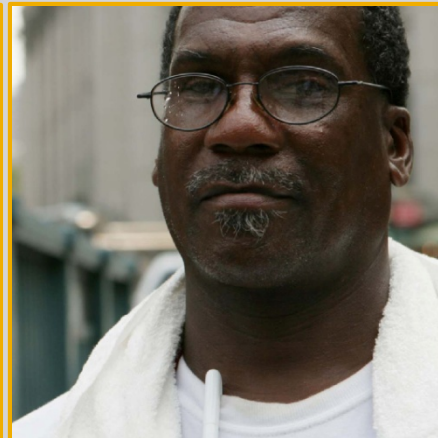


On-Going Case Management Efforts/Retention

Outreach and Education

INFORMED CHOICE

- Talk about 811 PRA when discussing community living opportunities
- Talk about planning for independent renting during person-centered planning process
- Refer to Tenant Training manual for ideas about community options



Core Case Management Practices for Accessing the 811 PRA Program

PROGRAM ACCESS

- Conducting a Person-Centered Housing Assessment
- Acquiring Housing Documentation
- Identifying and overcoming Challenges to Accessing the 811 PRA Program
- Using Reasonable Accommodations for Eligibility Purposes
- Completing 811 PRA Development Eligibility Packets



Conducting a Person-Centered Housing Assessment



Consent to Release Housing Information

Consent to Release Information Pertaining to Housing Status

I hereby give consent to release the following type of information regarding _____

(Name of client)

To: _____

(Service Provider Organization)

To assist with activities associated with locating, securing, or maintaining community housing. This includes information about verifying household income, verifying changes in household composition, verifying changes in affordable housing program status, assisting with requesting reasonable accommodations and reasonable modifications, inquiring about credit, criminal and personal rental history background, and reporting any other updates or changes in housing status.

Signature of client

Date

How to Obtain Housing Documents



• Income and Asset Verification

- SSI/SSDI
- Proof of Pension/VA benefit
- Recent bank/savings account statement


• Proof of Citizenship/Age

- Birth Certificate
- Passport

• Proof of Identification

- Drivers License
- Maryland State ID

• Social Security Card




THE COORDINATING CENTER
INSPIRED SOLUTIONS

REQUIRED DOCUMENTATION FOR HOUSING

- BIRTH CERTIFICATE**
Obtain a birth certificate from your state of birth. You will need to complete an application to Vital Records and a fee will be charged.
- SOCIAL SECURITY CARD**
Contact a local SSA office or <http://www.ssa.gov/> 1-800-772-1213 to order a replacement Social Security Card. You can also order your card in person at a local SSA office. You will need to bring a copy of your birth certificate and a gov't-issued picture id. No fee will be charged.
- PICTURE ID**
Attempt to obtain a Gov't-issued id from the Motor Vehicle Administration.
- CURRENT PROOF OF INCOME**
Social Security benefits – 1-800 772-1213
Call in person and state that you are a person in a nursing home. Ask for your current Award Letter (SSI/SSDI) with your date of birth printed on the letter. Request the letter to be faxed to the nursing home. Your letter can also be ordered from the internet: www.socialsecurity.gov
VA benefits – 1-800-827-1000


PLEASE MAKE AN EFFORT TO OBTAIN THIS DOCUMENTATION AS SOON AS POSSIBLE



ACCREDITED
CARE MANAGEMENT

Creating Options for Home and Community Inclusion of Persons with Complex Care Needs and Disabilities
The Coordinating Center for Home and Community Care, Inc.

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MARYLAND
NONPROFITS
STANDARDS FOR
EXCELLENCE

How to Overcome Challenges to Accessing the 811 PRA Program



- Credit
- Criminal
- Personal Rental History



Case managers need to identify any challenges a person may have to accessing the 811 PRA Program as soon as a person expresses interest in applying for the program.

How to Overcome Credit Issues



Credit is one of the primary factors that property managers will apply screening criteria for when considering whether or not to accept an applicant.

CASE MANAGERS SHOULD IDENTIFY CREDIT ISSUES AS SOON AS A PERSON EXPRESSES INTEREST IN APPLYING FOR THE 811 PRA PROGRAM

ACTION STEPS

- Step 1:** Help a person to obtain a free copy of his/her credit report
- Step 2:** Help a person understand credit information
- Step 3:** Help a person to determine if legal assistance is needed
- Step 4:** Help a person understand what types of credit issues may impact ability to be approved for housing
- Step 5:** Help a person to set up a payment plan
- Step 6:** Help a person identify community funding resources to assist with paying outstanding debt
- Step 7:** Help a person to contact a previous landlord or creditor to negotiate a waiver or reduction in payment
- Step 8:** Determine if a person's disability or medical setback had a relationship to a person's ability to maintain timely payments

How to Overcome Criminal Background Issues



Case managers should be familiar with:

- How to assist a person review a criminal record
- How to assist a person expunge a criminal record
- How to assist a person submit a reasonable accommodation

CASE MANAGERS SHOULD IDENTIFY CRIMINAL HISTORY ISSUES AS SOON AS A PERSON EXPRESSES INTEREST IN APPLYING FOR THE 811 PRA PROGRAM

Action Steps

- Step 1:** Develop a trusting relationship
- Step 2:** Help a person to explore past activities in his/her background that may impact ability to obtain housing
- Step 3:** Verify that information disclosed on Maryland Judiciary Info System is correct/accurate
- Step 4:** Help a person to remove open warrants and to seek legal counsel if necessary
- Step 5:** Help a person to understand rules/policies re: criminal activity impacting housing
- Step 6:** Help a person to determine if a change in health/medical situation influenced behavior
- Step 7:** Help a person demonstrate commitment to acceptance of rehab or other supports/services
- Step 8:** Help a person connect to community resources

How to Overcome Personal Rental History Issues



Case managers should be familiar with:

- How to review rental history
- How to present extenuating circumstances

CASE MANAGERS SHOULD IDENTIFY PERSONAL RENTAL HISTORY ISSUES AS SOON AS A PERSON EXPRESSES INTEREST IN APPLYING FOR THE 811 PRA PROGRAM

Action Steps

Step 1: Identify past challenges to rental history

- Eviction record?
- Trouble paying rent on time?
- Difficulty getting along with neighbors?
- Ability to maintain a safe living environment?
- Ability to understand tenant obligations?

Step 2: Help a person determine if a change in a person's health/medical/disability situation impacted tenancy

Step 3: Help a person to write a "story" or explanation of circumstances

Step 4: Help a person to realize strengths and assets

Step 5: Help a person reach out to previous landlord to obtain a positive reference

Step 6: Help a person to connect to community supports/services to overcome current/future challenges to rental history

How to Use Reasonable Accommodations



A Reasonable Accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling.

(Sample Request)
Reasonable Accommodation

Name _____ Date _____

Address _____

Reasonable Accommodation: Change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy the housing.

Dear Property Manager:

(client name)

This applicant is a person with a disability requesting a reasonable accommodation.

The reasonable accommodation (s) include:

This person needs a reasonable accommodation(s) as a result of their disability because:

Sincerely,

Case Manager Signature

How to Complete Eligibility Packets



Case managers will be responsible for assisting 811 PRA applicants complete an Eligibility Packet.

Eligibility Packets:

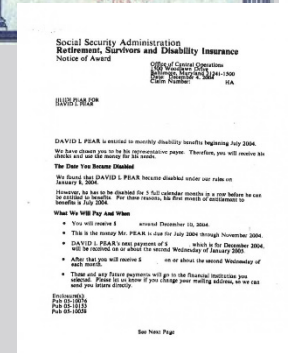
- Rental Application
- Income/Asset Form (s)
- Release of Info Form (s)
- Federal/State Form (s)
- Housing Documents
 - Verification of Income/Assets
 - Social Security Card
 - Birth Certificate
 - Govt-issued ID

Complete

Timely

Accurate

Honest



Core Case Management Practices for 811 PRA Program Retention

PROGRAM RETENTION

Case managers are responsible for understanding how to support a person participating in the 811 PRA program to achieve and maintain housing stability/retention



- How to be a Good Tenant
- How to Facilitate Good Housing Relationships
- Understanding Basic Confidentiality
- Using Reasonable Accommodations
- Requesting Reasonable Modifications
- How to Develop a Housing Backup Plan
- How to Exit a Housing Program

**Core Case Management
Practices for 811 PRA
Program Retention**

First Thirty to Sixty Days of Tenancy

**Good
Communication**

**Understanding
Tenant
Responsibilities**

**Understanding a
Tenant' Right to
Privacy**

**Facilitating
Relationships**

**Paying Rent on Time
Maintaining Unit
Positive Relationships with
Neighbors
Respecting Lease Obligations**



Core Case Management Practices for 811 PRA Program Retention


First Thirty to Sixty Days of Tenancy

Establish a Rent Payment Plan

Complete a Housing Back Up Plan

Apply for Energy Assistance




THE COORDINATING CENTER
INSPIRED SOLUTIONS



RENT PAYMENT PLAN

Tenant Name: _____

<p>How is rent going to be paid every month:</p> <p><input type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Automatic Bank Payment <input type="checkbox"/> Other</p>	<p>Where is rent paid?</p> <p><input type="checkbox"/> Property Manager Office <input type="checkbox"/> Business Office <input type="checkbox"/> Mailed Location</p> <p>Address: _____</p>
<p>*Obtain a receipt for your payment every month.</p> <p>Who is responsible for paying rent every month?</p> <p><input type="checkbox"/> Tenant <input type="checkbox"/> Family member <input type="checkbox"/> Friend <input type="checkbox"/> Care attendant <input type="checkbox"/> Rep payee <input type="checkbox"/> Other _____</p>	<p>When is rent due?</p> <p><input type="checkbox"/> 1st of the month <input type="checkbox"/> ____ of the month</p> <p>Grace Period: _____ Late Fee Amount: _____</p>

Creating Options for Home and Community Inclusion of Persons with Complex Care Needs and Disabilities
The Coordinating Center for Home and Community Care, Inc.

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410/987-1048 Balt • 301/821-7830 Wash • Fax 410/987-1685 • www.coordinatingcenter.org

Core Case Management Practices for 811 PRA Program Retention



Supporting the Property Manager Relationship

- Good Communication
- Pro-Active
- Responsive

811 PRA PROGRAM CONTACT FORM	
TENANT INFORMATION	
Tenant Name	
Address	
Apt #	
Zip	
Phone	
Cell	
Emergency Contact Name	
Phone-Day	
Cell	
Notes	

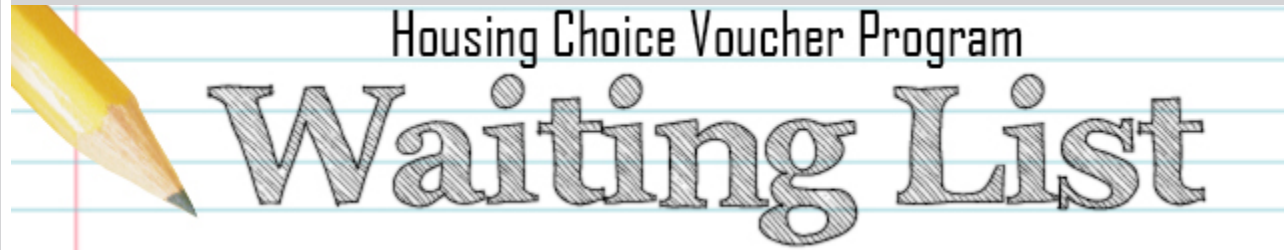
SERVICE PROVIDER INFORMATION	
Service Provider Name	
Address	
City	
Zip	
Phone	
CASE MANAGER NAME	
Phone	
Notes	

MFP HOUSING DIRECTOR: JENNIFER MILES
410-767-6832 (office) 410-303-1253 (cell)

Core Case Management Practices for 811 PRA Program Retention



Housing Back Up Plan



Housing Choice Voucher Program
(Section 8 Housing)

Waiting List Open

Historic Front Street is pleased to announce the opening of the waiting list for affordable rental apartments in the Seaport area of Manhattan. The size, rent, and income requirements for the apartments are as follows:

FAMILY SIZE*	APARTMENT TYPE*	MONTHLY RENT**	TOTAL GROSS ANNUAL INCOME RANGE***
1	STUDIO	\$2,178.00	\$26,967 - \$87,150
1	1 BED	\$2,334.00	\$27,782 - \$87,150
2	1 BED	\$2,334.00	\$27,782 - \$99,800
2	2 BED	\$2,891.00	\$83,357 - \$99,800
3	2 BED	\$2,891.00	\$83,357 - \$142,050
4	2 BED	\$2,891.00	\$83,357 - \$154,500

*SUBJECT TO OCCUPANCY CRITERIA **INCLUDES GAS FOR COOKING ***RENTS SUBJECT TO CHANGE
***INCOME REQUIREMENTS SUBJECT TO CHANGE

APPLICANTS WILL BE REQUIRED TO MEET INCOME AND ADDITIONAL CRITERIA.

To request an application, mail a **POSTCARD** to:

R. A. Cohen & Associates, Inc., Historic Front Street
Attention Fred Frigano
60 East 42nd Street, Suite 850
New York, New York 10018

Requests must be postmarked by February 20, 2012. Completed applications must be returned by regular mail to a post office box that will be listed on the application, and must be postmarked by March 5, 2012. Applications not sent via regular mail or postmarked after March 5, 2012 will be logged in after all other applications. Applicants will be selected by lottery. Priority will be given to applicants who live or work in New York City. No brokers or application fee should be paid to anyone regarding these applications.

Only the first 300 requests for an application will be honored.

Without prior approval, you may not use the information on this page for any purpose other than to apply for the program. The information on this page is for informational purposes only and does not constitute an offer of any financial product or service. The information on this page is for informational purposes only and does not constitute an offer of any financial product or service. The information on this page is for informational purposes only and does not constitute an offer of any financial product or service.

Month Two to Six of Tenancy



- **Establish Home Visit Protocols**
- **Support Personal Skill Development**
- **Facilitate Relationship Development**
- **Link to Community Resources**



Six Months and Beyond of Tenancy



**Paying Rent on Time
Maintaining Unit
Positive Relationships with Neighbors
Respecting Lease Obligations**



- ❖ **Pro-Active Engagement**
- ❖ **Intervention Strategies**
- ❖ **Follow-Up**

Core Case Management Practices for 811 PRA Program Retention

Six Months and Beyond of Tenancy



Housing Stability Questionnaire



Rent Payments	Yes	No	Comments/Actions
Are you paying your rent on time every month?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you had to pay any late fees?	<input type="checkbox"/>	<input type="checkbox"/>	
Has your income changed?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you paid your utility bills?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you received any turn-off notices?	<input type="checkbox"/>	<input type="checkbox"/>	
Unit Health			
Does the unit appear to have excessive clutter?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the unit showing signs of excessive distress?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the kitchen area have unclean surfaces?	<input type="checkbox"/>	<input type="checkbox"/>	
Any evidence of rodent/vermin infestation?	<input type="checkbox"/>	<input type="checkbox"/>	
Any visible fire/safety hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
Any new household members?	<input type="checkbox"/>	<input type="checkbox"/>	
Tenant Health and Safety			
Have you had any negative interactions with neighbors, other tenants, or property management staff such as complaints?	<input type="checkbox"/>	<input type="checkbox"/>	
Any changes in behavior affecting risk of housing stability?	<input type="checkbox"/>	<input type="checkbox"/>	
• Substance Abuse	<input type="checkbox"/>	<input type="checkbox"/>	
• Physical Illness	<input type="checkbox"/>	<input type="checkbox"/>	
• Personal Appearance	<input type="checkbox"/>	<input type="checkbox"/>	
• Medication Changes	<input type="checkbox"/>	<input type="checkbox"/>	
• Stress/Life Event	<input type="checkbox"/>	<input type="checkbox"/>	
• Other	<input type="checkbox"/>	<input type="checkbox"/>	
Tenant Satisfaction			
Are you satisfied with your home? Do you enjoy your community?	<input type="checkbox"/>	<input type="checkbox"/>	

Core Case Management Practices for 811 PRA Program Retention



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THE COORDINATING CENTER
INSPIRED SOLUTIONS



Fair Housing



“Equal Access and the Law: The Role of Case Managers in Implementing Fair Housing and Using the 811 PRA Outreach Tracking System”

What is Housing Discrimination?

Not allowing an individual or family an equal opportunity to participate in a program, service or activity because of a protected characteristic



Race



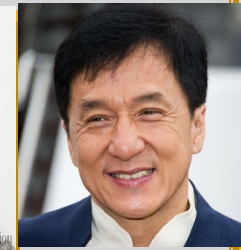
Color



Religion



Sex



National origin



Disability

Examples



- Refuse to rent to someone ONLY because they have an intellectual disability.
- Charge someone a higher rent or security deposit because of their disability. e.g., when utilities are included, charge a person who uses a power wheelchair and other equipment a higher rent.
- Refuse to allow someone with a disability to use the residential amenities. e.g., refuse to allow someone with HIV/AIDS to use the pool or laundry facilities.
- Deny eligibility to a supportive housing program because the applicant is blind

What is Housing Discrimination?

- Discrimination
 - Basing decisions about a specific individual because of stereotyped – generally incorrect - beliefs about a characteristic of the class or group of people
- Examples
 - People with psychiatric disabilities are violent
 - People who have a history of substance abuse will use drugs
 - People with HIV/AIDS can infect you by shaking your hand

Laws try to protect individuals who are at risk of such stereotyping



Federal Fair Housing Laws

- Title VI
- Fair Housing Act
- Section 504 of the Rehab Act of 1973
- Americans with Disabilities Act



Title VI (of the Civil Rights Act of 1964)

- Prohibits discrimination on the basis of race, color, or national origin in all HUD-assisted programs.
- Includes HUD-funded grantee or sponsor.
- Covers all HUD housing programs except for its mortgage insurance and loan guarantee programs.



Fair Housing Act

- 1988 - Federal Fair Housing Amendments Act
 - Prohibits Housing Discrimination against people with disabilities – because of their disability
 - Expanded pre-existing fair housing law (Title VI) to include protections for people with disabilities
- Prohibits discrimination in sale or rental of housing
- Covers all public and private housing except owner-occupied housing with four or fewer units



Section 504 of the Rehabilitation Act of 1973

- HUD issued its regulations in 1987
- People with disabilities in programs and activities receiving federal funds cannot be excluded because of their disability
- Requirements of covered programs and entities are more far reaching
- Cover Section 811 PRA Program but not Weinberg units unless they have other federal funds

Americans with Disabilities Act

Titles II and III

- The ADA passed in 1990
- Title II of the ADA extended Section 504 to all activities of public entities including state and local governments
- Title III prohibits discrimination against people with disabilities in places of public accommodation: hotels, motels, day care centers, homeless shelters and others
- Places of public accommodation include the rental office in housing, community rooms, dining room and other areas of a residential development that are rented out or open for use by public

Affirmatively Furthering Fair Housing

It is the policy of HUD to administer its housing programs affirmatively, so as to achieve a condition in which individuals of similar income levels in the same housing market area have a like range of housing choices available to them regardless of their race, color, national origin, religion, sex, disability, or familial status.

Affirmatively Furthering Fair Housing

- Affirmative fair housing outreach activities include, but are not limited to
 - Methods of advertising and community outreach that are designed to reach eligible persons in the target population(s) who are **least likely to apply** for the program.
- "Least likely to apply"
 - An identifiable presence of eligible persons of a specific demographic group (i.e., race, color, national origin, religion, sex, disability, or familial status) are in the target population
 - Members of that group are not likely to apply for the housing in the absence of special outreach efforts.

What does this mean for your work?

- Make **all** of your clients aware of these housing programs
- Work harder to ensure information is communicated effectively to people

Hard to Reach	Effective Strategy
Deaf or hearing impaired	Provide an interpreter
Blind or visually impaired	Provide information in accessible format (i.e. Braille)
Limited English proficiency	Provide translated documents
Communication disability	Provide assistive technology

Reasonable Accommodation

- A change in rules, policies, practices, or services that may be necessary to provide a person with a disability an equal opportunity to obtain housing, and to use and enjoy her home.
- Provided under the Fair Housing Act, Section 504 and the ADA.

Examples: Application Process

Providing applications in Braille, large print, and alternative formats

Providing assistance to complete the application

Allowing applications to be dropped off by a friend, family member, advocate, etc.

Allowing applications to be mailed or faxed

Visiting the applicant's home in order to complete an application

Allowing additional time to submit an application

Allowing secondary contact person to be listed on the application

Examples: “Screening”

- Housing provider may consider the severity of crime, extent of culpability, evidence of rehabilitation, mitigating circumstances related to disability of family member
- Provide extra time to gather documentation for verification and screening purposes

Fair Housing Video

- <http://youtu.be/ytYuvFhYSJ8>
- <http://youtu.be/84kziM3ovbY>

PRA Application Process



811 PRA Application Process

For all Section 811 inquiries, please contact:

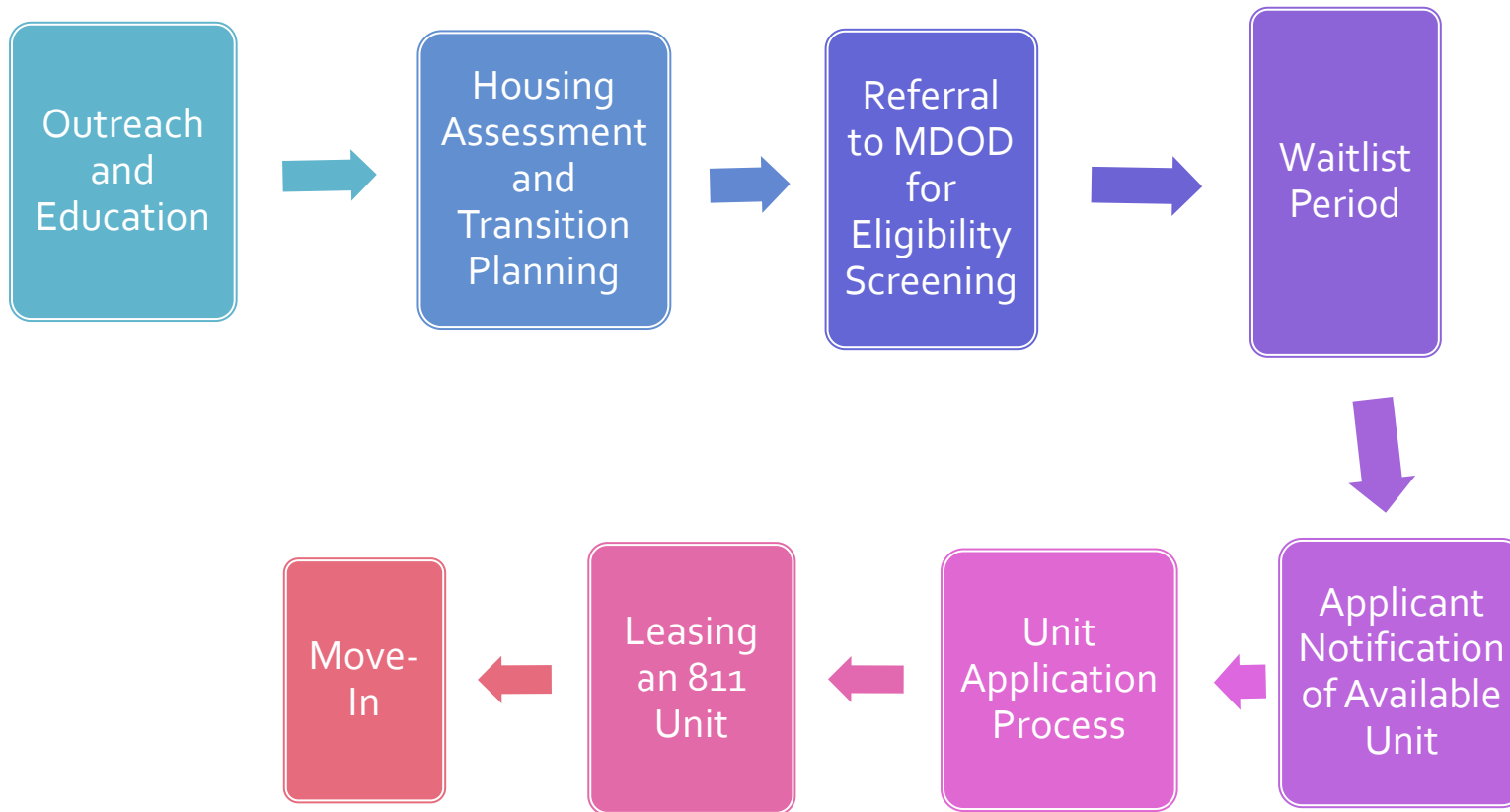
Maryland Department of Disabilities

Housing-info@mdod.state.md.us

410.767.3649



Applicant Process





MPAH Housing Waitlist Manager:

Provides technical assistance to case managers, CIL staff, property managers and owners throughout 811 PRA processes

Maintains waitlist, manages preferences and selection process

Provides ongoing support

Prescreen Applicant

DOB

Medicaid number

Household size

Criminal background

Sex Offender – lifetime registry requirement

Conviction of methamphetamine production on Federally assisted property

Which County (s) applicant is interested in living in?

Obtain all of the required information before logging in to pre-screen for eligibility.

Social Serve Demo

Now, let's work with Cheryl.



Cheryl is:

- 32 years old
- Single
- Receives SSI at \$721 monthly
- Currently living in a nursing facility
- Prefers to live in Baltimore or Howard County

Social Serve Registry Demonstration



Eligibility Screening with Social Serve

www.socialserve.com



This is a secure, online, centralized eligibility screening tool to help Case Managers determine which housing programs their consumers are eligible for and refer them to the appropriate program.

Referring an Applicant

Request a username and password, OR login if you already have a Socialserve.com username.

- Online:
 - Go to www.socialserve.com/Enter/MD/
 - Select “Register as a New User” or “Login”
- By phone: call toll-free: 1-877-496-4954

Between 8:30-5:00 EST, Monday – Friday

If all lines are busy, you will be asked to leave your contact information, and someone will return your call. You will be asked to complete and return (via fax or email) a user agreement then given a user id and password to access the system.

Waitlist Period

Busy Period

Obtain
Housing
Documents

Address
criminal
background
challenges

Identify
resources for
application
fees, security
deposit, move-
in costs



Overcome
credit
challenges

Address
Personal
Rental
History

Create a
housing
back-up
plan

Applicant and Unit Notification

Owner notifies Social Serve system & MDOD of unit availability:

- at least 6 months in advance for new units
- Upon notice of turn-over for occupied units (at least 2 months)

Property manager approves applicant(s) within 1 week of receipt of application

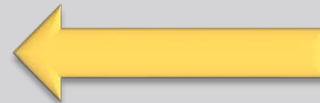


MDOD notifies top 5 eligible applicants:

- At least 2 months in advance for new units
- Within 1 week of notice of turn-over or for existing unit



MDOD refers top 5 interested applicants to property manager within 1 week of response from applicants



Selection Process

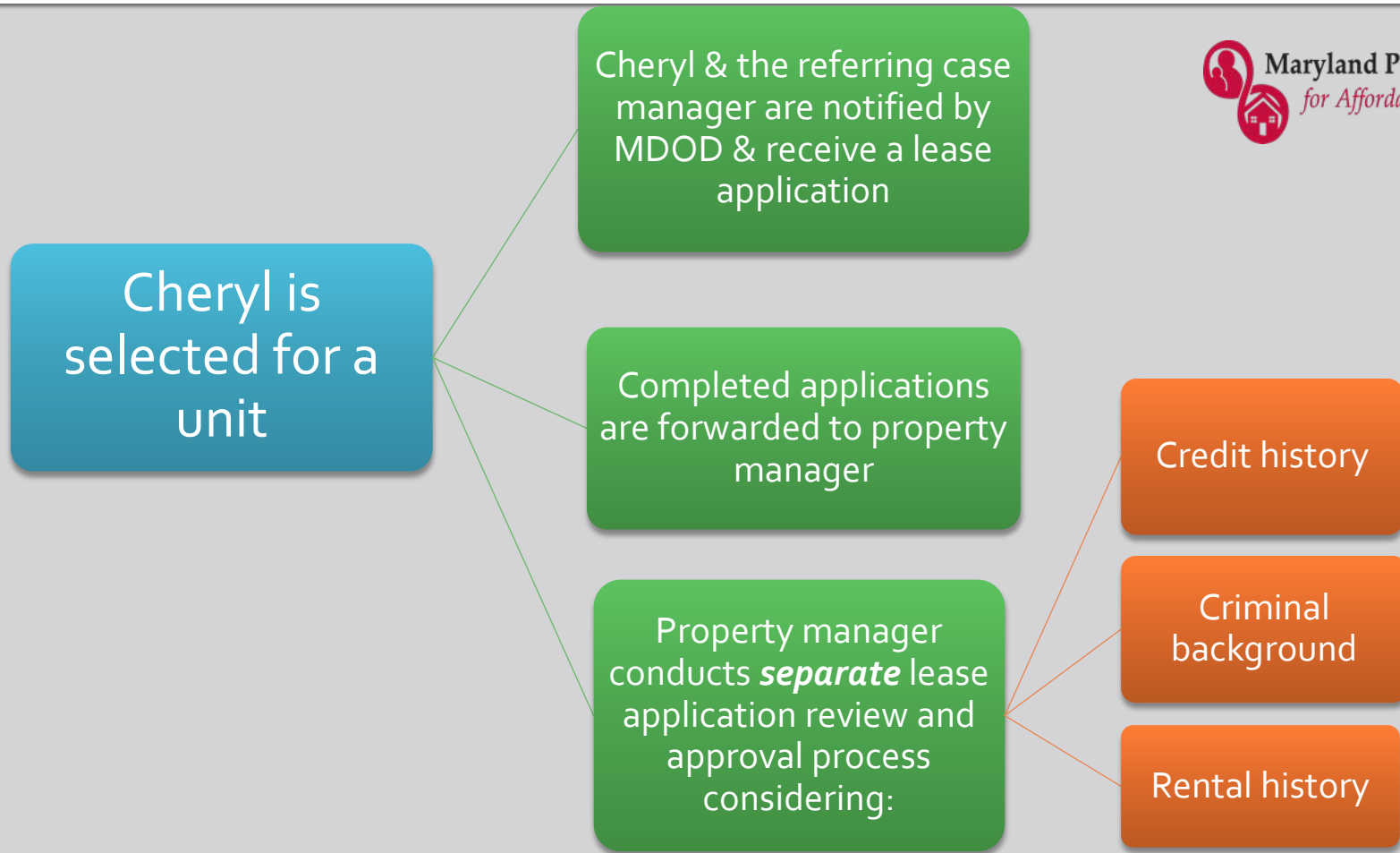
As units become available, referrals are screened for eligibility by MDOD and selected from the wait list in order of:

Date and time of application

Priority status

Area of preference

Selection Process



Prompt responses are crucial!

A Word about Tenant Training...

- It is *required* that 811 PRA program participants successfully complete Tenant Training within 3 months of moving into their unit
- Case managers should provide portions of the training during the planning stage and portions following the lease signing

Signing the Lease

Term of the lease: Lease terms for the 811 PRA Program are **12** months in duration.

Monthly rent: Rent payment terms are stated on the lease including the amount of the tenant monthly rent and the “contract rent”, the date rent is due, late fees for paying rent after the due date, and how and where rent is to be paid.

Utilities and appliances: Lease states which utilities are supplied by the owner and which utilities a tenant is responsible for; and which appliances are supplied by the owner and which appliances a tenant is responsible for.

Notice period for termination of tenancy: Lease states the notice period for when a tenant must submit in writing that they will not be renewing their lease or will be ending their tenancy. **THIS IS 2 MONTHS FOR PRA**



Securing Housing – Case Manager Role

It is critical for successful tenancy that case managers have a good understanding of the leasing process.

Case managers are encouraged to understand and/or execute the following:

- Rent payment strategies
- Pre-lease tenant obligations
 - Conducting a walk-through with the landlord
 - Determining home modification needs and reasonable accommodations for immediate safety
 - Setting-up utilities
 - Verifying the amount of the security deposit and first month's rent
- Renters Insurance

Moving In



My Own Front Door

A Handbook for
People with Disabilities
on becoming a Tenant
and Staying Housed



Steps in Getting to the Door

- Start with the following questions or concerns:
 - Looking to change your housing situation?
 - Unsuccessful attempts to move in the past
 - Lacking funding, resources and supports
 - Moving is overwhelming
 - Change is hard and the outcome is unknown in the beginning



Tenant Handbook

Moving in the Right Direction

- The Handbook was designed to guide and educate tenants through the
 - Search and selection of housing that will accommodate the tenant's individual needs
 - Understanding the leasing process
 - Budgets and how to make them work
 - Moving in and problem solving
 - Understanding their housing rights and responsibilities
 - Being a Good Tenant – sustaining tenancy



How to use the Handbook

Part I

- The tenant manual has been designed to educate tenants during different phases of their housing search process
- The following information will be helpful in understanding the thinking about moving, planning phase, and understanding the initial steps to accessing the affordable, independent housing in the community

Thinking

Will I be up to the Challenge of Finding Housing?

- Breaking down the challenge into smaller tasks
 - Handbook to help people with disabilities move from their current living situation of long term care, nursing home, residential, or group home to independent living
 - Assistance in choosing a unit and moving in
 - Understanding the rental assistance programs
 - Entering into a lease and paying bills (rent)
 - Sustaining tenancy



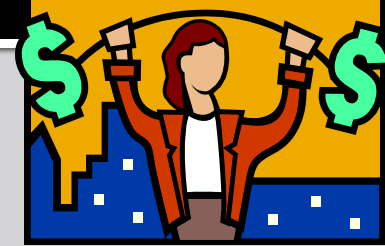
Planning

What are my housing needs?



- Basic Housing Needs
 - Making a list of non-negotiable items such as no stairs, elevator building, extra bedroom for live in-aide, close to transportation and shopping
 - Wheelchair accessibility – getting in and out of the building and around the unit
 - Parking spot
 - Home modifications – talking through the process with landlord
 - Pets – checking the policy before move in

Budgeting for Rent and other Expenses



- Develop a Household Budget
 - Important to follow a budget
 - Income from all sources: Money Coming In
 - Social Security Disability Insurance (SSDI)
 - Supplemental Security Income (SSI)
 - Veterans Affairs Benefits
 - Child Support
 - Employment Income (job, overtime, bonuses)
 - Regular financial assistance from family/friend
 - Income from interest on savings, money market, or
 - other source
 - Other (e.g., money market account, etc.)
 - TOTAL INCOME \$

Charting Monthly Expenses



Expenses can occur monthly, quarterly or once a year

- Car payment/insurance
- Clothing
- Debt- credit card payments, loan payments
- Food
- Gym membership
- Health/Life Insurance payments
- Internet /cable
- Laundry
- Medication, medical supplies, and co-pays
- Pet food and supplies
- Savings contributions
- Telephone
- Transportation
- Utilities (gas, electric, water)
- Other

❖ Total Expenses \$ _____

Coming up with the rent



- Using the income and expense budgets:
 - Total income from chart A
 - Expenses from chart B
 - Subtract to see how much is available for rent
 - Look to cut expenses so that rent is paid on time - such as cutting cable and watching free channels
 - Applying for food stamps and other benefits to reduce costs
 - Work with case management to locate other resources in the community to lower costs or free services in some cases

Rental Subsidy

- Financial assistance to help people with low incomes afford their rent
 - **HUD 811 PRA – focus of presentation today**
 - Bridge Subsidy
 - Weinberg Housing
 - Shelter Plus care
 - Public Housing programs
 - Other funded federal, state and local assistance

How does the 811 PRA subsidy work

- Tenant pays 30% of their income toward rent which includes utilities (does not cover water in some jurisdictions)
- Subsidy is paid directly to the owner, landlord, or property management company by the agency that administers the funding
- Rental subsidies can be project based or tenant based

Part II

Assessing Needs

- The next section of the handbook offers details about living independently in the community
- Supports and other resources that will be needed once the person moves in
- Preparation before the final selections are determined will go a long way to making the housing transition

Living Independently

Do I need help?

Supports Planning Worksheet (located in handbook) includes list of activities and person/programs for help such as:

- Using kitchen appliances and cooking meals
- Bathing or other personal hygiene
- Paying bills/maintaining
- Shopping, carrying packages, running errands
- Cleaning house, doing laundry
- Managing medications
- Getting to appointments
- Transferring from wheelchair
- Staying safe in an emergency



Learning

Knowing the options



- Affordable Housing is available in Maryland with the help from rental subsidies.
- Eligibility rules will let you know if you can participate in the programs
 - Requirements might include an income cap, age, disability, homelessness or other designations
 - Calculating your income will let you know if you might be eligible

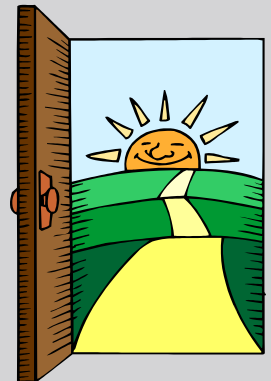
Special Arrangements

- Roommates
 - Friend: someone to share a home with you, share expenses, cooking ,cleaning
 - Live-in caregiver: support services allow for a live-in caregiver to help with daily living
 - Helper: consider a plan to have helper pay reduced rent in exchange for chores or providing you with supports



Getting Closer to the Door

- Preparing for the apartment visit
 - Dress appropriately for visit/be on time
 - Bring pen and paper to take notes or phone/camera to take pictures of any challenges or accommodations
 - Plan to fill out worksheets for the rental unit visit
 - Note details to individualize the end result
 - Noting possible barriers and changes to be made
 - Help to make the best decision for you



Disclosure about Your Disability

Generally, a property owner cannot ask you if you have a disability unless you are requesting reasonable accommodations, or if having a disability is required in order to get the unit because of a special program.

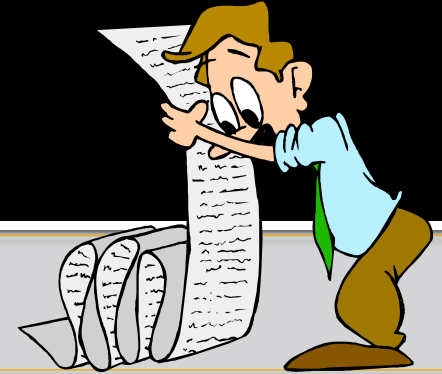
A property owner cannot refuse to rent to you because of your disability, or because you require support services to live independently.

A property owner also may not ask you if you are capable of living independently, how severe your disability is, or to see your medical records.

A property owner cannot require you to take medication or participate in support services as a condition of renting to you.

A property owner CAN require you to meet all the conditions of tenancy that everyone else meets, such as paying your rent on time, not disturbing the neighbors, and keeping your apartment clean and in good repair.

Worksheets



Can I afford the rent and does the unit suit my need

Tenant and caregiver/roommate issues

Neighborhood considerations

Feeling safe in the unit

Location – does it have public transportation, bank, shopping, employment opportunities

Does the unit meet my physical needs

Location of utilities, turn-off/fuse box, yard, pets, and other amenities

Accessibility in kitchen, bathroom, bedroom and living area

Taking the next step toward the door

- Housing application/criminal and credit check
- Support Documents – list in manual
- Denial of application/ how to appeal
- Housing Discrimination may relate to disability, race/ethnicity, sex/gender, marital status, health problems, and veteran status
- How to report suspect discrimination:
 - HUD Fair Housing Office
 - Maryland Commission on Human Relations
 - Baltimore Neighborhoods, Inc.
 - Baltimore Community Relations Commission
 - Greater Baltimore Community Housing Resource Board



Sustaining Tenancy

Part III

- This section will review the lease and initial conditions for tenant and landlord responsibilities
- Understanding the lease will help to sustain tenancy
- How to be a good tenant and neighbor
- Handling maintenance issues/emergencies
- Moving out

Leasing

Getting the keys and opening the door



Lease – signed contract between property owner and tenant that give the tenant the right to live in the property within certain rules. Insist on a written document and not a verbal agreement, keep copy to review for your records, and take pictures of the unit before you move in.

Lease basics should include:

- Name, address and phone of property owner
- Name of tenant and new address
- Length of the lease/conditions for renewal
- Persons to occupy the unit
- Amount of rent and deposits
- Dates that rent is due/late charges
- Responsibilities of tenant and owner
- Conditions for termination
- Utility responsibility

Saving for Security Deposits/Rent and other money questions



- Security deposit will be set at \$50.00 for 811 PRA
- Let case manager know if unable to pay the security deposit as they can access another funding resource
- Need deposit for utilities
- Money to move-in, truck or van rental, initial cost of setting up new home
- Set up payment for monthly rent through electronic bill paying, checks/money order and always keep receipts – don't use cash

Maintenance and Emergencies



- Safety in your home: write down address and keep important numbers in or near phone
- Test fire alarm/inform landlord of non-working alarms
- Keep emergency kit in a box or bag at home
- Review lease to understand repairs that are the responsibility of landlord and tenant (list in manual)
- Options for repair disputes with landlord are available in manual as well as legal resources

Resources and contacts

- The manual has a list of resources for community services, movers, housing discrimination, renter's insurance and paying bills
- The last section offers information about ending tenancy, getting back security deposit and renewing a lease if you plan to stay in the unit another year



"I love my new place. It's close to tons of shopping, it's peaceful. And my family and I feel right at home."

“When a Person Confronts Problems with Tenancy:
The Role of Case Managers in Resolving Tenant Issues”

Tenant Issue Process



The Big Picture...

Nothing succeeds like success!!

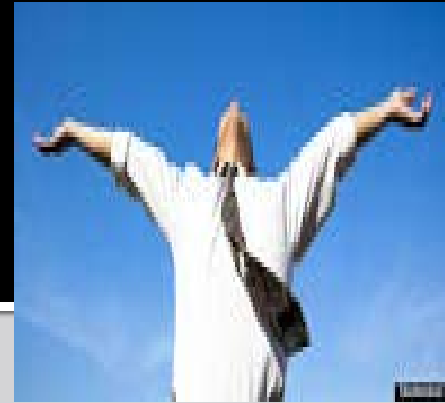


- Benefits of 811 PRA program success
 - Success will make future Federal resources easier to acquire
 - Success will allay fears of “housers”
 - State agencies partners will fulfill MOU requirements

And most importantly...

- Success will support true community inclusion

Achieving Success



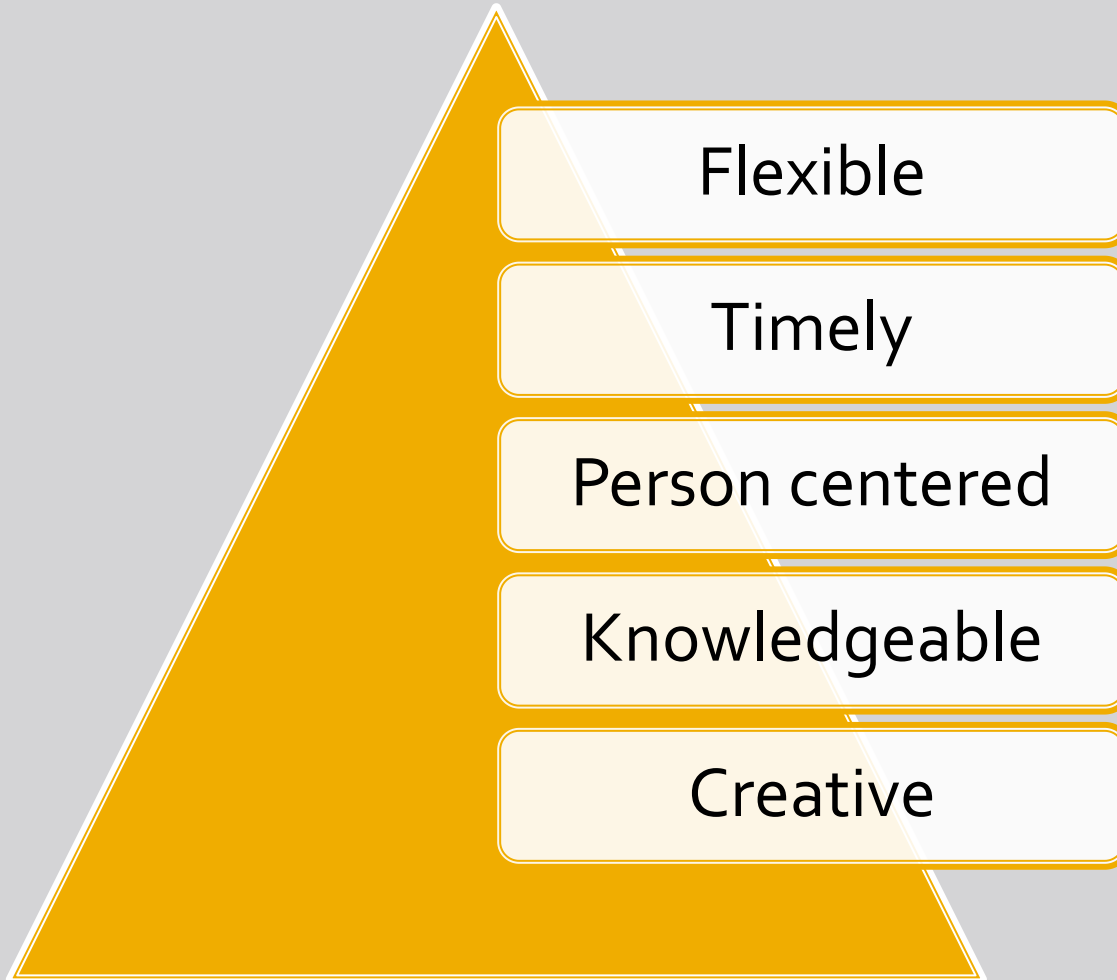
- Success depends on case managers to
 - Support participants to be good tenants
 - Partner with property managers to enable success
 - Support both participants and property managers when tenancy cannot continue
- Success also depends on PRA program managers to support case managers and property managers

Upon Move In...



- Provide contact information and keep it up to date
 - It is the **tenant's** responsibility to give the property manager their contact information
 - It is the **case manager's** responsibility to give the property manager their contact information
 - A PRA Program Contact Form will be provided
 - It is important to maintain current contact information in the Social Serve system – including changes in case management assignments

Characteristics of successful case management



Important tenancy issues

Establishing/maintaining good credit

Complying with lease requirements

- Are rent and utilities paid on time? If not, what strategies can you work out with the person?
- Who is living in the unit? Are they on the lease?
 - Unauthorized occupants are a lease violation. How can the person be supported to remove unauthorized occupants?
- Who visits the unit? How often? Do visitors disrupt the community?

Important tenancy issues

- Good neighbor
 - Behavior disruptive to community threatens tenancy
 - Noise - Loud music, TV voices etc., especially after 10:00 p.m.
 - Blocking parking, walkways, halls, doorways
 - Engaging in illegal behavior
 - Menacing pets
 - Trash on patios, balconies etc.



Important tenancy issues

- Unit condition
 - Accumulated belongings – hoarding
 - Trash
 - Cleanliness of bathroom, kitchen, etc.
 - Holes in walls, screens



Important tenancy issues

- Relationship with property manager
 - Understanding the property managers role
 - Privacy vs. community responsibilities



Important tenancy issues

- Look for warning signs

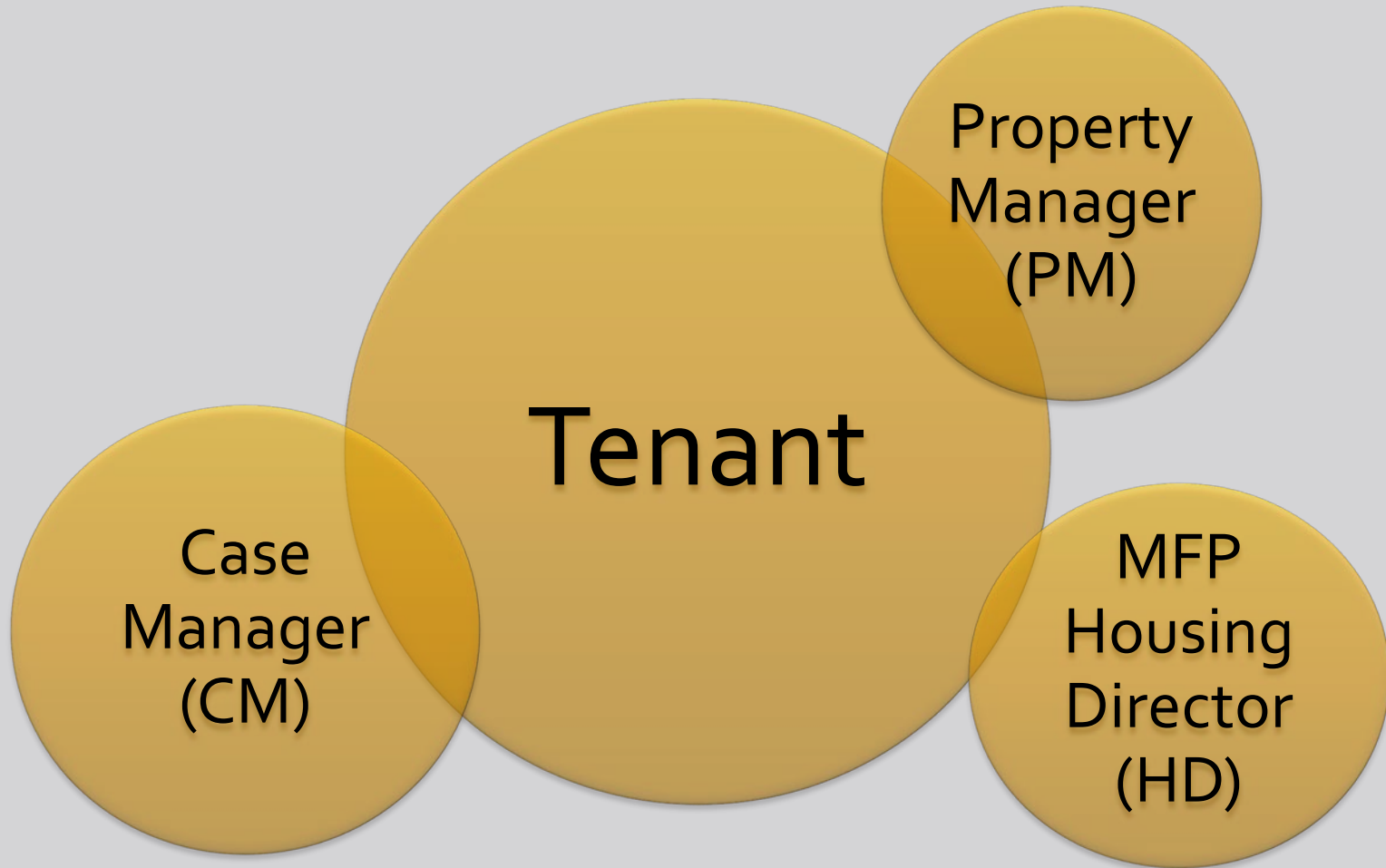


- Use the *Housing Stability Questionnaire* (in manual)

When an issue arises...

- Use the person-centered approach to identify strengths, goals, and support systems with/for the tenant
- Facilitate communication with property manager and tenant
- Work with the MFP Housing Director/staff and MDOD staff to resolve tenancy issues

Tenant Issue Process



Tenant Issue Process

- Issue is identified by the Property Manager
- Property Manager contacts the Tenant to resolve the issue

Resolved

- GREAT!!
- Be sure to talk with PM and Tenant to support the solution

Unresolved

- PM contacts CM within 1 week

Tenant Issue Process

If issue was unresolved, Case Manager works with the Tenant and initiates additional supports (if needed)

Resolved

- Excellent! Notify PM of solution and support Tenants continued success

Unresolved

- CM may contact HD or MDOD for technical assistance
- PM will contact HD

Tenant Issue Process – if issue continues to be unresolved...

Property
Manager

- Contacts HD to give facts regarding the lease violation and what has been done thus far

MFP
Housing
Director

- Contacts CM within 24 hours to discuss the issue, steps taken to resolve the issue, and actions/ supports needed
- Provides coaching and support

Case
Manager

- Discusses issue with Tenant, explains severity of lease violation & impact on housing
- Updates PM and HD of status w/in 3 days
- If resolved, notifies PM and HD/in 3 days
- If unresolved, updates HD and PM weekly

Tenant Issue Process

If issue remains unresolved:

- Property Manager informs the Tenant of the *intent to evict*
- Copies of the Eviction Notice will be sent to MFP Housing Director and MDOD Waitlist Manager

What do you do now?

Tenant Issue Process

CM and Tenant start looking for alternative housing

CM will continue attempts to resolve the issue

CM will notify the HD and PM of the status of the issue within 1 week

Tenant Issue Process

Resolved

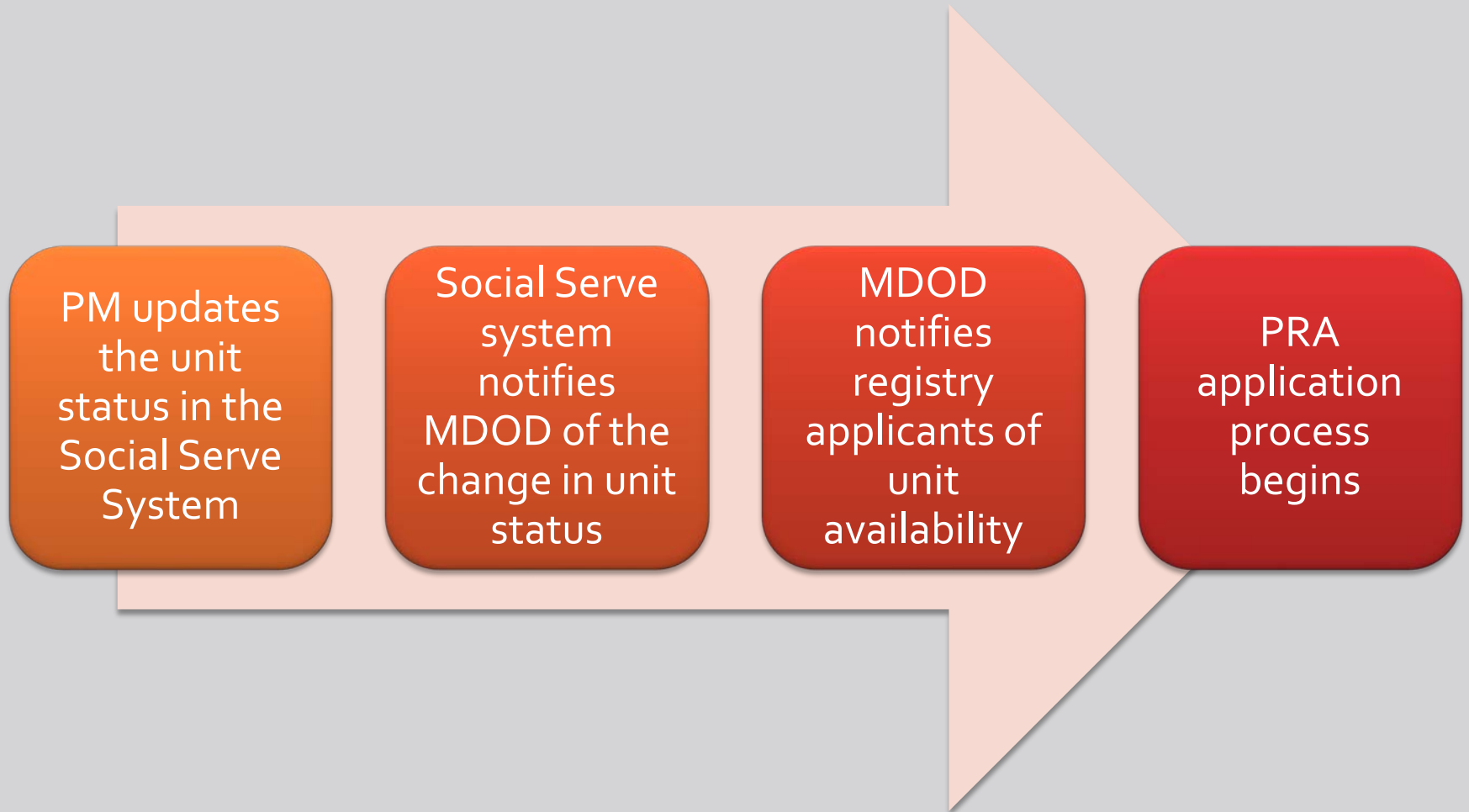
- Awesome! PM will cancel eviction proceedings

Unresolved

- PM will proceed with eviction.
- CM will assist person with finding alternative housing

Tenant Issue Process

Finalizing the change in tenancy:



QUESTIONS?

