Unit Identification and Turn-Over Process

KEY

ORANGE - DHCD GREEN - Housing

RED – Case Manager PURPLE - Tenant

LT BLUE - MDOD DK BLUE - DHMH

DHCD solicits for units in

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



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

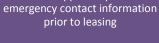


Owner notifies Social Serve system & MDOD of unit availability:

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



Owner enters unit information into Social Serve system



Selected applicant provides

Applicant moves into unit



Applicant notifies property manager and case manager of intent to vacate in accordance with lease (30 -60 days) or for unexpected vacancy Repeat steps 7 through 13



Property manager enters unit availability information into Social Serve system & calls MDOD

П

Owner offers units in response to DHCD solicitation

Ţ

Owner enters into agreement with DHCD



DHCD allocates PRA funding to project



PRA Applicant Process

KEY

ORANGE – DHCD GREEN – Housing
RED – Case Manager PURPLE - Tenant

LT BLUE - MDOD

Case manager (CM) provides program information to consumers ongoing Property Manager (PM) & SS system notifies MDOD of unit availability - 2 mos advance on turnover; 2 mos advance for existing; 6 mos advance for new constr. MDOD identifies top 5 priority applicants, verifies eligibility in MMIS & sends unit availability letter to applicant, CM & other contacts- w/in 1 week

Selected applicant finalizes transition plan. Applicant provides contact info to PM, CM, DHMH Housing Director & MDOD

MDOD returns other notified applicants to eligibility list who continue to work on transition plan

DK BLUE - DHMH

CM enters outreach info in tracking system quarterly

Applicant & CM begin transition

plan

MDOD

maintains

eligibility list

Notified applicants respond with interest - within 2 weeks of receipt of letter

Property manager processes applications in priority order until able to approve applicant - notifies applicant, CM & MDOD - w/in 1 Tenant completes
"Tenant Training",
including briefing
on program
information and
lease terms before lease-up

Consumers indicate

interest in

the program

CM screens for eligibility - does person have documents

CM consinform Social System including System including System Sy

CM enters consumer information in Social Serve system (SS), including priority category MDOD refers
interested applicants
in priority order to
PM by phone & email
- w/in 3 wks of unit
availability for
existing/on turnover;
2 mos before
availability for new
units

Applicant provides completed application & documentation to PM - w/in 2 weeks

_

Applicant moves into unit!

PRA Tenant Issue Process

KEY

ORANGE - DHCD GREEN - Housing

RED – Case Manager PURPLE - Tenant

LT BLUE - MDOD DK BLUE - DHMH

Property manager (PM)identifie s serious issue in violation of lease

CM notifies HD and PM of status within 3 days If issue is unresolved, CM provides regular but no less than weekly updates to HD and PM

PM updates unit status in Social Serve system Social Serve system notifies MDOD of change in unit status

PM contacts tenant to resolve issue CM addresses issue with tenant

When issue is resolved CM notifies HD and PM within 3 days If issue remains unresolved, PM proceeds with eviction

Proceed to Unit Identification and Turn-over Process

If
unresolved,
PM contacts
Case
Manager
(CM) within

HD contacts
CM within 24
hours provides
coaching &
support to CM

If issue remains unresolved & tenant continues to disrupt the community or unit, PM notifies tenant of intent to evict with copy to HD & MDOD

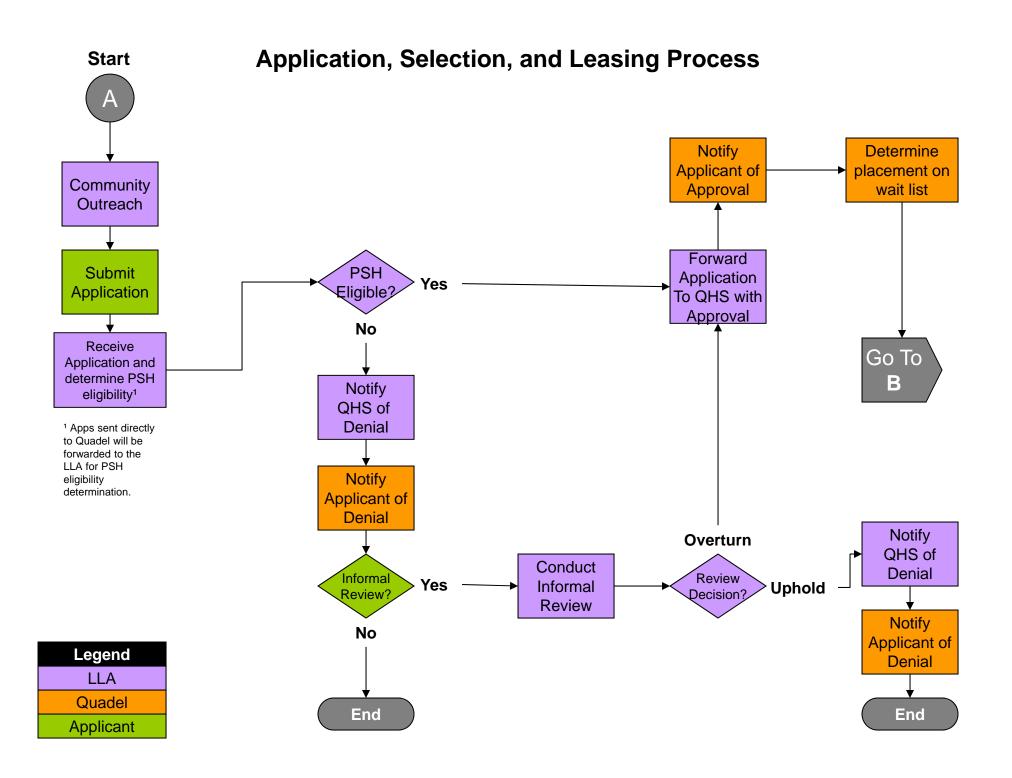
CM notifies HD and PM of issue status within 1 week Proceed to PRA Applicant Process

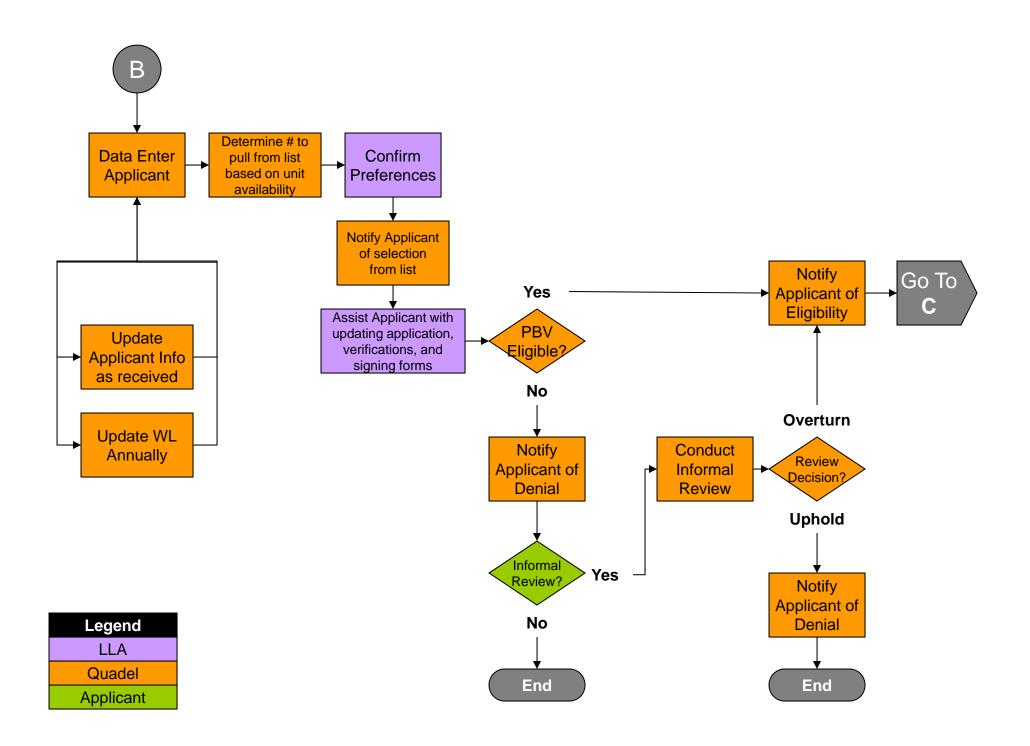
CM tries to resolve issue with tenant

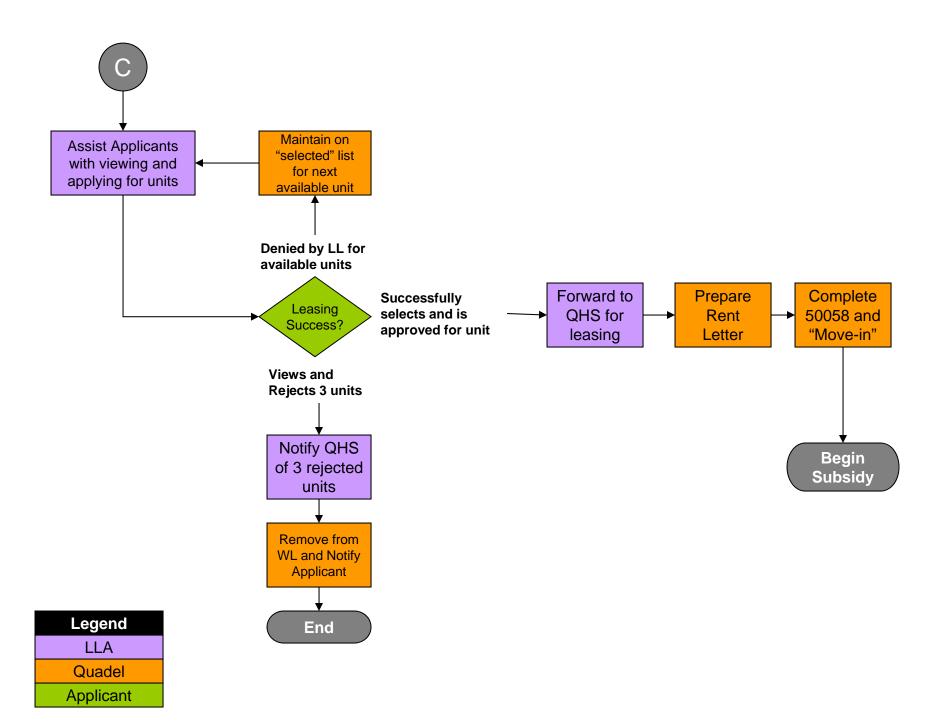
If still
unresolved,
PM contacts
DHMH
Housing
Director (HD)

CM and tenant attempt to find alternative housing

At the same time, CM attempts to resolve issue one more time

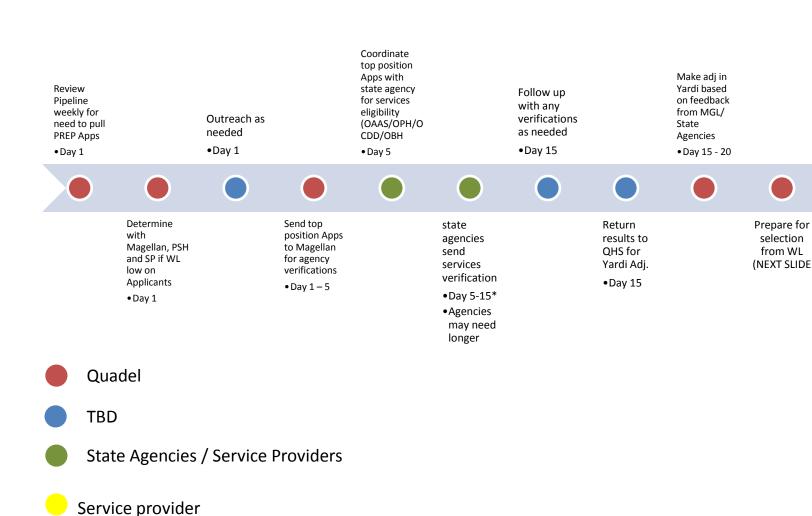






Pipeline/ Ready Pool PREP: Days 1 - 20

Verification for services through various state agencies - time frame may vary accordingly IP referrals come in at the end of this stage



<u>Pre-tenancy: Days 1 – 45 (for previously wait-listed Applicants)</u>

Begin

Housing

Search

Phase

(NEXT

SLIDE)

Return "Applicant Assign to Selection" appropriate and New Send Tenant Review UAL Send List of SP w/ Admission Acceptance Form to SP w/ weekly for Selected "Applicant Packets to need to pull Applicants to Selection" QHS (CC expiration (CC apps from WL Magellan form Magellan) Magellan) • Day 1 • Day 5 • Day 10 • Day 40 • Day 45 Regenerate Review or **Prepare New** Enter new WL and make Verify funding Admissions admissions selection to authorization **Packets** and update fill available and WL according • Day 10 - 40 units to tracking assignment forms • Day 1 − 5 • Day 5 - 10 • Day 40 - 45 Quadel **TBD**

State Agencies

Service provider

Housing Search: Days 45 – 80

Receive Return "Tenant Tenant Placement" Acceptance and "Tenant Form to return Placement" QHS (CC WL Form Magellan) • Day 45 Day 55 • Day 55 Assist If no "tenant Applicant placement" with by Day 55, applying for 3 remind SP Units of "voucher" • Day 45 expiration 55 • Day 55 Quadel **TBD State Agencies**

Make YARDI adj. and prep for lease, or App. to

Provide executed lease and addendum to QHS (CC Magellan) Day 75

Complete authorizations according to requests

If no lease extension by day 80, "voucher" will expire • Day 80

Within 12months, complete Annual Reexam (NEXT)

Execute lease within 30 days of issue of Tenant Acceptance Form

• Day 55 - 75

Complete assessments to request ongoing services units

• Day 75

Complete Action 1 50058 in YARDI and rent letter

• Day 75 -80

Complete concurrent services reviews with care

manager

Service provider

Section 811 Tenant Affirmative Lease-up Process Marketing RA assists Client Client Interested Referral can apply choosing whether to at later date appeal? Yes Referral can apply Deficient at later date TDHCA POC Referral Agent Screens for Appeal submits app to program Successful? **TDHCA** eligibility **TDHCA** requests Yes Eligible Applicant RA Submit needed Add to Applicant removed from all chosen Waitlist(s) documents waiting lists checklist Νo Νo TDHCA POC Complete Eligible for referral Appeal backup Yesto any property Successful? checklist? No RA assists Client choosing whether to Referral Agent TDHCA POC When vacancy occurs appeal? collects missing & communicates at property of choice resubmits deficiencies to RA Property notifies _Yes TDHCA w/in 7 days Property informs TDHCA of **TDHCA** refers applicant HUD applicant to ineligiblity property Prop Mgr **♠** No revisits eligibility Property screens thru Eligible w/ property's tenant HUD Client meets with selection plan and HUD eligibility property (RA may attend) Yes Property informs TDHCA. Applicant removed from Client chooses to Eligible w/ Yes property waiting list. Remains ✓ meet w/ prop mgr property? on other waiting lists. Yes Client executes lease. Property transmits data and informs TDHCA. Client is removed from other waitlists