

May 11
2023



Housing Choice Voucher Guidebook

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Chapter 1: Waiting List Management

1.1 Overview

The IHCDA HCV program covers 83 of Indiana’s 92 counties. To ensure equal opportunity for residents regardless of where they live within the program jurisdiction, IHCDA relies on Local Subcontracting Agencies (LSAs) to manage a separate waitlist for each of the 83 counties within the IHCDA jurisdiction. See Exhibit A for a map of IHCDA’s jurisdiction and LSA coverage area.

1.2 Opening and Closing the Waitlist

Waiting lists should be opened when the active applicant pool for an LSA may be exhausted within 60 calendar days. All active applicants from a waiting list must be selected prior to a waiting list opening. The following steps **must** be followed when requesting to open the waitlist:

1. Inform IHCDA Program Manager (dmonaghan@ihcda.in.gov) that you desire to open a waitlist list. Include the following information in your e-mail:
 - a. County waiting list proposed to be opened
 - b. Proposed dates of opening *and* closing
 - i. Smallest window of opening should be between 8:00 AM ET on Day 1 and 5:00 PM ET on Day 2
 - ii. Waiting lists should be opened between Monday and Thursday mornings and close between Tuesday and Friday afternoons
 - iii. Waiting list openings or closings should not occur on a Saturday or Sunday
 - c. Proposed times of opening *and* closing
 - i. Open no earlier than 8:00 AM ET/CT on open date
 - ii. Close no later than 5:00 PM ET/CT on closing date
 - d. LSA Contact phone number (for Reasonable Accommodations)
2. IHCDA will approve or deny the opening.
 - a. Waiting list opening will not be approved if the waiting list currently has applicants waiting for assistance or if the Create Tenants box in Occupancy has any applicants “Ready for Occupancy”
 - b. Once outstanding issues are addressed, then a waiting list opening may be published
3. IHCDA will create a draft of the public notice (see Exhibit A) and send to the LSA with a request to review the draft. After corrections are made (if any), approval to release will be granted and a final version along with guidance on how to release will be provided. Public notices will be published by IHCDA on the IHCDA website and through a Listserv application. LSAs will publish in the following methods:
 - a. Local newspapers of general circulation (**required**)
 - b. Local minority media (**required**)
 - c. Other suitable media outlets (AM/FM radio announcement, social media, and/or LSA website) (**required**)
 - d. Physical copies posted in LSA office
 - e. Copies sent to local community partners

Unless otherwise approved by IHCD, all public notices will include both an opening date and closing date. Waiting lists that are approved to be opened without a closing date may be closed when the estimated waiting period for housing assistance reaches 24 months for the most current applicants. If a waiting list was opened without a closing date public notice must be provided 30 days prior to closing (Exhibit B)

Where IHCD has particular preferences or funding criteria that require a specific category of family, IHCD may elect to continue to accept applications from these applicants while closing the waiting list to others. Once a waiting list is closed, the process outlined in Steps 1 through 3 must be re-initiated.

1.3 Reasonable Accommodations

As it relates to applying to an open waiting list, reasonable accommodations for a disabled applicant may be provided upon request (or if apparent to the LSA) if the accommodation would allow the applicant equal access to the application process. Requests by potential applicants must be made no later than 15 calendar days prior to the list opening and may be requested verbally or in writing by the applicant or applicant's representative. Below are examples of accommodations that may be provided:

1. **The potential applicant has a mental impairment or developmental disability that impacts their understanding of the application process.** The accommodation would be that an LSA staff member may assist the applicant with applying by scheduling an in-office appointment where the information may be collected for manual entry into the application management software system—currently Housing Pro or entry into the online portal—WaitListCheck. During the meeting, the application process may be explained in greater detail.
2. **The potential applicant is visually impaired.** The accommodation would be that an LSA staff may assist the applicant with applying by scheduling an in-office appointment where the information may be collected for manual entry into Housing Pro or WaitListCheck.
3. **The potential applicant does not speak or understand English or English is not their native language.** The accommodation would be that a phone call with the LSA, applicant, and an interpreter would be scheduled to take the application.

The following examples of what would not be acceptable or reasonable accommodations:

1. **The potential applicant does not have access to the internet and wants their application mailed to them or taken over the phone.** They should be directed to their local public library or to a community partner that will allow access to a computer and/or internet. If the LSA has a computer kiosk at their office, this may be set up to allow applicants to apply (but is not required if there is a lack of equipment, staff capacity, or would otherwise create an administrative burden).
2. **The potential applicant does not want to create an e-mail account or use their e-mail account to apply to the online waiting list.** They should be reminded that the policy is for applications to be accepted online only unless a reasonable accommodation for a disability is approved and the application is taken at the office or over the phone.

1.4 Application Process

Waiting list preliminary applications (pre-app) will be accepted online through the use of WaitListCheck. The URL to the waiting list site will be included in the public notice of the waiting list opening. Each applicant will be required to create a WaitListCheck account prior to applying to an open waiting list.

The applicant will receive confirmation when their pre-app has been accepted and will be prompted to sign into AssistanceCheck using their WaitListCheck credentials. Once pre-apps are accepted through WaitListCheck, they will be retrieved and automatically downloaded by Housing Pro every night. Applicants entered into the system by manual entry into Housing Pro must have a Waiting List Notification Letter printed from Housing Pro and sent to them via mail or e-mail. During the application process, applicants will be able to complete the Supplemental and Optional Contact Information for HUD-Assisted Housing Applicants (form HUD-92006).

Applicants who do not complete the required fields on a pre-app will not be able to submit the pre-app; however, applicants may save the progress of their pre-app to submit at a later date, as long as that date is before the waiting list closes.

Chapter 2: Eligibility Determination

2.1 Overview

This section provides eligibility requirements for participation in the Housing Choice Voucher (HCV) Program. LSA’s who administer the HCV program on behalf of IHCDA should strive for objectivity and consistency when applying these criteria to evaluate the eligibility of families who apply for assistance.

HUD requires that we must provide families applying for assistance the opportunity to explain their circumstances, furnish additional information if required, and receive an explanation of the basis for any decision regarding their eligibility.

As with all areas of program administration, when determining family eligibility HUD requires that we must comply with all Federal, State, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment

2.2 Eligibility Factors and Requirements

There are five main areas that HUD details as the main factors in determining eligibility for the HCV program.

1. The Household must meet HUD’s definition of Family.
2. The household’s annual income must not exceed the applicable income limits established by HUD for the jurisdiction where the family wishes to reside or lease a unit.
3. The household must meet the additional eligibility criteria if the head, spouse, or co-head is a full-time student or noncitizen student.
4. Citizenship Status - the applicant family must have eligible immigration status and supporting documentation. Citizenship status only needs to be verified once at the time of admission for each household member.
5. The household must meet IHCDA/HUD criminal history requirements

2.3 Verifying Preferences

Preferences claimed on a waitlist application must be verified at the time of selection. An applicant is responsible for updating their preference status well on the waitlist. If an applicant qualifies for a preference at the time of waitlist application but no longer qualifies for that preference at the time of selection they do not receive those preference points and must be put back onto the waiting list without that preference.

The following table outlines the verification method and source for each preference:

Insufficient Funding	Certification provided by IHCDA at time of application
----------------------	--

Residency	Applicant must present current state issued Photo ID, current utility bill or lease in the applicants name or official verification of legal residency from a county or state agency. Verified at time of selection from waitlist.
Person residing in an institutional setting or at risk of being placed in an institutional setting	Applicant residing in an institutional setting must present proof of address demonstrating they reside in an institution. Applicants at risk of being placed in an institutional setting must provide a letter from a knowledgeable professional. Verified at time of selection from waitlist.
Working Families	Applicant must provide proof of employment or proof of enrollment in an educational or approved training program at the time of selection from waitlist.
Elderly	Age will be verified through birth certificate of state issued photo ID at time of selection from waitlist.
Non-Elderly Family member with Disability	Age will be verified through birth certificate of state issued photo ID at time of application. If disability is readily apparent no verification is necessary. If disability is not readily apparent it must be verified through a letter from a knowledgeable professional or through an award letter for SSA Disability benefits. Disability is verified at time of selection from waitlist.
Family Member with a disability	If disability is not readily apparent it must be verified through a letter from a knowledgeable professional or through an award letter for SSA Disability benefits. Disability is verified at time of selection from waitlist.
Youth Exiting Foster Care	At time of selection from the waitlist the applicant must provide a letter from Indiana DCS which certifies the applicant meets the preference requirements
Child Welfare Involved Families	At time of selection from the waitlist the applicant must provide a letter from Indiana DCS which certifies the applicant meets the preference requirements

2.4 Criminal Background Check

Criminal background checks are required to be conducted for all adult household members on the application. IHCDA utilizes the National Tenant Network (NTN) to perform these checks. The NTN website can be accessed at <https://ntnonline.com/>, if you need an account set up, please email dmonaghan@ihcda.in.gov (please note NTN handles all site issues internally, IHCDA merely sends the request to add users).

Per the IHCDA Administrative Plan:

- Criminal Activity [24 CFR 982.553] HUD permits, but does not require, IHCDA to deny assistance if IHCDA determines that any household member is currently

engaged in or has engaged in during a reasonable time before the family would receive assistance, certain types of criminal activity. If any household member is currently engaged in, or has engaged in any of the following criminal activities, within the past three years, the family will be denied assistance except for a VASH enrolled Veterans and EHV participants:

- Drug-related criminal activity, defined by HUD as the illegal manufacture, sale, distribution, or use of a drug, or the possession of a drug with intent to manufacture, sell, distribute, or use the drug [24 CFR 5.100].
- Violent criminal activity, defined by HUD as any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage [24 CFR 5.100].
- Criminal activity that may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents or persons residing in the immediate vicinity; or
- Criminal activity that may threaten the health or safety of property owners, management staff, and persons performing contract administration functions or other responsibilities on behalf of the PHA (including a PHA employee or a PHA contractor, subcontractor, or agent).
- Immediate vicinity means within a three-block radius of the premises.
- IHCDA may admit an otherwise-eligible family who was evicted from federally-assisted housing within the past 3 years for drug-related criminal activity, if IHCDA is able to verify that the household member who engaged in the criminal activity has completed a supervised drug rehabilitation program approved by IHCDA, or the person who committed the crime, is no longer living in the household. Evidence of such criminal activity includes, but is not limited to:
 - Any conviction for drug-related or violent criminal activity within the past 3 years.
 - Any record of eviction from public or privately-owned housing because of criminal activity within the past 3 years.

2.5 Debts Owed/Duplicate Subsidy

As part of the admission or port-in process, LSA caseworkers for New Admissions and the Port Analyst for Port-Ins must always run a debts-owed and duplicate subsidy query in EIV for the adults in the household by running the Existing and Former Tenant reports.

If the participant shows a debt owed, the following policy applies:

- If the family owes a debt to another PHA, proceed with the New Admission or the Port-In. Per the IHCDA Admin Plan, this is not a disqualification for the program.
- If the family owes a debt to IHCDA and is **not [homeless](#)**, the family must make a payment and sign an updated repayment agreement prior to being admitted to the program at IHCDA.

If the family owes a debt to IHCDA and is **[homeless](#)**, the family may be admitted to the program without making any payments on the debt. Within 30 calendar days of having income (or if the family already has income and within 30 days of lease-up), an updated repayment agreement must be signed, and a payment must be made

2.6 File Checklist

The following items should be placed in the tenant file prior to or at the time of

voucher issuance:

- Government-issued photo identification (driver’s license, military ID, passport)
- Social security card or, in absence of SS card,
- Benefit letter from SSA with printed name and social security number, or
- Document from a government entity with printed name and social security number
- Birth certificate or, or passport, or in the case of eligible non-citizen,
- Immigration documents, USCIS card
- W2 or paystubs from employer or, if unemployed,
- Benefit notification letter from unemployment agency.

2.7 Denial Procedure

If an applicant household is not eligible due to any of the five eligibility areas discussed in section 2.2 the household must be notified of the denial reason. If the household is ineligible due to the criminal history of one family member they must be given the option to remove that household member from their application if doing so would make the remaining household members eligible and still leave at least one adult in the household.

If a Household is found to be ineligible you will need to send the household the “Notification of Denial from IHCDA Housing Choice Program and Informal Review Procedures” letter from the waiting list module. Once sent the household will have 15 days to request an informal review of their denial. If an informal review is requested follow the steps outlined in chapter 16 of this guidebook.

Chapter 3: Income Calculations

3.1 Overview

Income calculations are done to at selection from the waitlist and annually to verify program eligibility. Additionally, interim income calculations are done when a family reports a decrease in their household income. There are four parts to an income calculation

1. Earned and unearned income
2. Assets
3. Allowances and deductions
4. Excluded income

This chapter will discuss how these four parts of income are combined to determine a household's gross adjusted income

Annual income is based on a projection of income for the coming 12 months. Typically current income is used to project annual income but in instances where an imminent change in income is expected the caseworker should use the best available documentation to estimate future income.

This chapter is not meant to be an exhaustive overview of all variables that go into income calculation but rather is meant to provide a general outline of the components of calculating income. If a household has an income source that is not discussed in this chapter, such as child support or a lump sum payment, please refer to the admin plan or reach out to IHCD for guidance on how that income should be handled.

3.2 Whose Income is Counted

Adults

Count income of all household members 18+ and emancipated minors with the exception of excluded income listed in section 3.6 of this chapter. If an adult is also a full-time student only the first \$480 of their earned income is included.

Students

Only the first \$480 of earned income for household members who are full time students is counted, unless they are the head, spouse, or co-head.

Children

All unearned income of children is counted. Earned income of children is never counted.

3.3 Earned and Unearned Income

Earned Income

Earned income includes any income from a job or other work done by the household. To calculate earned income the caseworker will need to require the participant to submit paystubs or a payroll summary covering at least 4 consecutive weeks within the 60 days prior to the income determination.

Business income is also considered earned income and is calculated as the net income from the operation of the business. The easiest way to calculate business income is to request the most recent tax filing from the business and use the income listed on the filing.

Unearned Income

Unearned Income is any income that is received from a public or private benefits program such as Social Security or a Pension. Typically, any income that is fixed falls into this category. To calculate income from a fixed source the caseworker will request the award letter or benefits statement from the participant and annualize the monthly benefit being received.

Under streamlined income determination for fixed income sources if fixed income makes up 90% or more of the household's income the caseworker is only required to obtain the benefits award letter or benefits statement once every three years. In years two and three the caseworker can calculate the amount of fixed income by multiplying the previous years benefit by the applicable cost of living adjustment (COLA) for the source. The annual COLA for Social Security programs can be found at <https://www.ssa.gov/cola/>

3.4 Assets

An asset is an item of value that can be converted into cash and used to benefit the tenant. Assets include savings and checking accounts, investments, retirement accounts, or any other type of financial instrument offered by a bank. Assets also include real estate property.

Income from assets is calculated as the total value of the asset multiplied by the HUD passbook rate, currently .06%. Typically, a household's asset's will not have a significant impact on the total income of the household. If the household owns real estate property that generates rental income the entire net income generated from the property is included in the household's income.

If a household has \$5000 or less in assets only a self-certification of the assets is required as documentation. The signed Tenant Information Form is sufficient documentation for assets less than \$5000.

3.5 Allowances and deductions

Dependent Allowance

A \$480 allowance is provided for each dependent in the household. Housing Pro will automatically include this allowance on the TTP tab based on the number of dependents listed on the household tab.

Elderly/Disability Allowance

If a head of household or spouse is either 62 years or older or has a disability the entire household qualifies for a Elderly/Disability Allowance. This allowance is \$400 for the entire household regardless of how many individuals in the household are elderly/disabled. The allowance will automatically be applied in the TTP tab of Housing Pro based on the information entered in the household tab.

Medical Expenses Deduction

If a head of household or spouse is either 62 years or older or has a disability the entire household qualifies for a medical expense deduction. In these instances, the out-of-pocket cost for all documented medical expenses can be deducted from the household's total income. A full list of eligible medical expenses can be found at <https://www.irs.gov/pub/irs-pdf/p502.pdf>. These expenses should be added to the eligibility tab in Housing Pro, once added they will automatically be deducted on the TTP tab.

Child Care Deduction

Any reasonable childcare expense necessary to enable a member of the family to be employed or to further their education should be deducted. This can be entered as an allowance on the eligibility tab. The TTP tab in Housing Pro will automatically deduct the appropriate amount from the household income based on what is entered in the eligibility tab.

3.6 Excluded Income

The following income is excluded:

- (1) Income from employment of children (including foster children) under the age of 18 years;
- (2) Payments received for the care of foster children or foster adults (usually persons with disabilities unrelated to the tenant family, who are unable to live alone);
- (3) Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains, and settlement for personal or property losses, except as provided in paragraph (5) under Income Inclusions;
- (4) Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- (5) Income of a live-in aide, as defined in 24 CFR 5.403;
- (6) The full amount of student financial assistance paid directly to the student or to the educational institution (see Income Inclusions (9), above, for students receiving Section 8 assistance);
- (7) The special pay to a family member serving in the Armed Forces who is exposed to hostile fire (e.g., in the past, special pay included Operation Desert Storm);
- (8) (a) Amounts received under certain training programs
- (9) Temporary, nonrecurring, or sporadic income (including gifts);
- (10) Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era.
- (11) Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household and spouse);
- (12) Adoption assistance payments in excess of \$480 per adopted child;
- (13) Deferred periodic amounts from supplemental security income and social security benefits that are received in a lump-sum amount or in prospective monthly amounts;
- (14) Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;
- (15) Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home

Chapter 4: Special Programs & Limited Preference

Special programs are those programs in which HUD has allocated additional vouchers for specific populations of individuals. This is different from traditional Housing Choice Vouchers. IHCDA staff conduct waitlist management for these programs. What distinguishes the households in housing pro is the 2n field.

Special Programs include Mainstream Non-Elderly Disabled (NED), HUD VASH, Family Unification Program-Youth (FUPY), Family Unification Program-Families (FUPF), and the Emergency Housing Voucher (EHV) program.

4.1 Mainstream Non-Elderly Disabled (NED)

One of IHCDA's special program vouchers is the Mainstream Non-Elderly Disabled Voucher which is under the same rules as the regular voucher program but has additional eligibility criteria. In order to be eligible for a Mainstream NED Voucher, the head of household, co-head, spouse, or sole member must be non-elderly (defined as age 61 years or younger) and meet HUD's definition of disability.

IHCDA maintains a separate waiting list for the Mainstream Vouchers and the Special Programs Analyst at IHCDA manages this waiting list in house. However, any household being selected from an LSA waiting list who meets the eligibility criteria may receive a Mainstream Voucher. The process: The Special Programs Analyst selects households from the Mainstream Waiting list and collects preference verification documents as well as information on the city and the county where the household wishes to use the voucher. If the household desires to lease up within IHCDA's jurisdiction, then the Special Programs Analyst will send the preliminary application and preference documents to the appropriate LSA. The expectation is that the LSA will take over the eligibility determination process from there, do the briefing, and issue the voucher if the household is found eligible. Any household transferred from the Mainstream waiting list to an LSA will have a voucher issued with the maximum voucher term (120 days) for these households to have sufficient time to locate suitable housing in the community of their choice. If a Mainstream Voucher is about to expire, a new voucher may be issued.

In Housing Pro, the Mainstream Voucher must be locked in with the following selections made for the voucher to be reported to HUD correctly and for the funds to be taken from the correct place.

Select "Mainstream" as the Housing Program.

PROGRAM DETAILS	
Agency (1a)	IHCDA
Housing Program	Mainstream
Market Area	Marion County
PHA Code (1b)	IN901
Assistance Type (1c)	VO Voucher

Select “NED” for Other Special Programs 1 (2n).

SPECIAL PROGRAMS	
FSS Participant (2k)	<input type="radio"/> Y <input checked="" type="radio"/> N
Other Special Programs 1 (2n)	NED
Other Special Programs 2 (2n)	

2a.) If the household is also in a Tax Credit Unit, the screen will look like this:

SPECIAL PROGRAMS	
FSS Participant (2k)	<input type="radio"/> Y <input checked="" type="radio"/> N
Other Special Programs 1 (2n)	NED
Other Special Programs 2 (2n)	TCU

Please note, that “NED” **must** be in the first box and never the second. This is so that it reports correctly in VMS.

4.2 HUD VASH

IHCDA partners with the Northern Indiana Veterans Affairs (VA), The Indianapolis VA, and the Cincinnati VA. The VA identifies homeless eligible veterans. The VA determines the veteran meets the criteria for intensive Veteran Affairs Supportive Housing. Once the VA determines a veteran meets the eligibility criteria for the VASH program, a packet is submitted to IHCDA directly from the appropriate VASH licensed clinical social worker that the veteran works with. The referral must be from the member of the VASH team at the VA.

IHCDA then reviews the application from the VASH social worker and enters the veteran on to the VASH waiting list in Housing Pro. IHCDA then transfers the eligible veteran to occupancy and assigns a voucher ID number that is unique to the VA area that the veteran is being referred from.

TENANT INFORMATION	
Tenant ID	INDYVASH2920

IHCDA enters the VASH code into the program details section in Housing Pro.

PROGRAM DETAILS	
Agency (1a)	IHCDA
Housing Program	VASH

IHCDA then adds the 2n field to indicate this participant is a HUD VASH participant.

SPECIAL PROGRAMS

FSS Participant (2k) Y N

Other Special Programs 1 (2n) VASH ▾

Other Special Programs 2 (2n) ▾

Special Programs (2m)

Voucher Type ▾

RAD Voucher Type ▾

Port Status

PH Tenant Type

Once the individual is entered into Housing Pro, IHCD transfers the VASH individual to the appropriate LSA and HCV specialist and sends the veterans packet to them via email with details on the VASH social worker the veteran is working with.

Once transferred to the LSA, the caseworker will need to meet with the veteran and brief them on the program. The voucher is then locked in with all extensions granted for a total of 120 full days to search.

VOUCHER ISSUANCE HISTORY																	
Number	Type	Size (12a)	Issued	Expiration	1 st Extension	2 nd Extension	Days Open	Days Susp.	RTA Approved	PHA Official	Program	Debarred	Eligible	Homeless	Veteran	Status	Status Date
q	q	q	q	q	q	q	q	q	q	q	q	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	q	q

4.3 HUD VASH Special processes

Some differences with HUD VASH that do not apply to regular HCV participants include the following:

DD-214- If a participant does not have a Social security card or birth certificate, because it is a federal government issued id, the DD-214 is an authorized form of verification of both for the veteran.

Already In a unit-The Veteran, through the rapid re-housing program, may already be in a unit prior to us issuing the HUD VASH Voucher- the Continuum of Care and the VASH social workers in many cases work to ensure the veteran is housed quickly. For this reason, a veteran may already be placed in a unit that is initially funded by a non-profit program until IHCD is able to complete the RTA and determine if the unit meets the criteria as specified in the IHCD administrative plan. When this occurs, a new lease will need to be obtained to align with the HAP contract.

Criminal Background checks- For HUD VASH adults initially entering the program, per HUD regulations, PHA's only complete the National Lifetime sex offender register. If a HUD VASH participant leases up and adds a new adult to the unit, a complete criminal background will be

conducted for the newly added household member only.

HUD VASH Veteran Portability- If a HUD VASH participant wishes to port, due to the intensive case management the veteran is required to participate in, the veteran must consult with their VASH social worker. The Social worker will then advise IHCDA of the request to port. Options for portability for HUD VASH participants follow different criteria than a typical HCV participant and take into consideration multiple factors as noted below:

Has the veteran successfully completed and graduated from the intensive case management component of the VASH program? If no, the VA will need to find another VASH social worker to transfer the case to in the area the veteran is wishing to port to.

Is the veteran in good standing with their participation in the voucher program? For portability, regardless if this is a special program or not, in order for a VASH participant to port a voucher, they must comply with all program regulations, including, if required, to obtain a mutual termination of their lease with their current landlord prior to being eligible to port their voucher.

HUD VASH termination A HUD VASH participant is still required to comply with the family rights and obligations just as any other participant in the program. However, if a veteran is terminated, the LSA must remove the VASH program code and the VASH special program from 2n as shown in the screen shots above.

HUD VASH recoupment of HAP: If it is determined that a HUD VASH participant has vacated a unit without notice, the LSA will need to advise IHCDA and provide a date of when the veteran vacated the unit. Once this is established IHCDA will ensure proper lock in and recoupment has occurred, as well as ensuring proper notification to the landlord is provided.

Re-referral: A veteran may be re-referred to the HUD VASH program if they were previously terminated. When this occurs, IHCDA will continue with the same steps outlined in this section. Debts owed are not prohibiting factors for HUD VASH re-referrals.

4.4 Family Unification Program

IHCDA has a voucher award for the Family Unification Program (FUP). Participants are referred to IHCDA by the Indiana Department of Child Services (DCS). These vouchers do not count against each LSAs total voucher allocation.

Below are the definitions/eligibility for what determines an eligible youth versus an eligible family as well as some other considerations:

Family Unification Program-Youth (FUPY)

Youth that DCS has certified to be at least 18 years and not more than 24 years of age who have left foster care, or will leave foster care within 90 days and is homeless or is At Risk of Becoming Homeless.

The FUPY voucher is limited to 36 months of *total* assistance per tenant; however, once a tenant is withdrawn from the voucher, it becomes available for a newly referred youth to use.

In Housing Pro, there is a “FUPY 36 Month Notification of Voucher Termination” letter that will be sent to the tenant at lease-up and a “FUPY 6 Month Notification of Voucher Termination” letter that will be sent 6 months prior to termination of their assistance to remind them of the time remaining that is on their voucher. Then a 30 day notice of being withdrawn will be sent to them.

Youth are also encouraged to apply to any open HCV waiting lists during their time on the

voucher so that there is a possibility of being selected and converted to a regular HCV without a lapse in assistance.

Tenants with the FUPY voucher will have a program code (2n) of “FUPY” and their Tenant ID will be assigned to them in the following format: FUPY0000

The Housing Program in Housing Pro will be “Family Unification Program - Youth”

Family Unification Program-Families (FUPF)

A family that DCS has certified as a family for whom the lack of adequate housing is a primary factor in the placement of the family’s child, or children, in out-of-home care, or in the delay of discharge of a child, or children, to the family from out-of-home care.

The FUPF voucher does not have a time limit.

Tenants with the FUPF voucher will have a program code (2n) of “FUPF” and their Tenant ID will be assigned to them by me in the following format: FUPF0000

The Housing Program in Housing Pro will be “Family Unification Program - Families”

Referral Process

Referrals from DCS will always go directly to IHCDA and not to an LSA. Each DCS Region will have at least one gatekeeper—whom is usually a Family Case Manager Supervisor (FCMS) or a Division Manager (DM)—responsible for submitting FUPF referrals from their region as the referrals will not be accepted by any other DCS local office staff. For FUPY referrals, the gatekeeper shall be the Older Youth Initiatives Manager (OYIM) or a more senior DCS Central Office staff member.

The referrals will be sent to FUP@ihcda.IN.gov and will be processed by either the HCV Special Programs Analyst or the HCV Program Analyst. Documents will be saved to an assigned folder on the IHCDA HCV shared drive.

After receiving a referral packet from DCS, the analyst will create an applicant profile and application—with an Applicant ID in the same format as the Tenant ID—in the Waiting List module in Housing Pro and review the packet for completion. If necessary, the analyst will send back to the DCS gatekeeper for corrections.

Once a complete packet is received and data is entered into Housing Pro, the analyst will upload the referral packet through iDIA and name it either “FUPF Referral Packet” or “FUPY Referral Packet”. Then, they will transfer the application to the Occupancy Module in Housing Pro and assign a Tenant ID.

If the client will be porting out of IHCDA’s jurisdiction to another PHA, then the analyst will proceed with sending briefing paperwork to the gatekeeper which will include a link to the IHCDA HCV Briefing YouTube video. However, the family or youth may also opt for a virtual or in-person briefing, if possible.

If the client will be transferred to an LSA, then the analyst will proceed with assigning the appropriate Agency, Market Area, and Case Worker 1 in Housing Pro and will then e-mail the LSA HCV Manager or other designated staff the details about the FUPF/FUPY referral.

This program is separate from the Youth and Families waiting list preferences. Any youth or families that are selected from any of the IHCDA county waiting lists will not be assigned to this

program unless IHCD provides specific guidance to do so. Otherwise, the only tenants that should be assigned to the “Family Unification Program -Youth/Families” Housing Program in Housing Pro and special programs (2n) FUPY or FUPF will be tenants that were sent directly from an IHCD analyst to the LSA (and the Tenant ID will already be assigned).

The families and youth in the FUP program will be working with formal supports such as their DCS Family Case Managers (FCMs) or Collaborative Care Case Managers (3CMs) for youth, home-based caseworkers, parent-aids, Independent Living Services (ILS) life coach. These individuals will likely assist in the family’s and youth’s housing search and for youth, they will likely be working with them throughout the duration of their voucher since the voucher is limited to 36 months of total assistance. LSAs will likely be in contact with one or more of these supports and the participation of these supports in briefings is strongly encouraged.

4.5 Emergency Housing Voucher (EHV) Program

IHCD was awarded 338 Emergency Housing Vouchers in September of 2021. In coordination with the Indiana Balance of State (BoS) Continuum of Care (CoC), IHCD processes referrals from the regional CE Waitlists. Each referral is assigned an ID number beginning with EHV0 to be used in tracking and communication, but this number will not match the voucher number that is auto populated when the voucher is issued.

IHCD’s EHV staff will enter the client data in Housing Pro and either forward to portability or assign them to the Local Subcontracting Agency (LSA). It is then the LSA’s responsibility to verify the information and issue the client voucher.

If you review the information below and still have questions IHCD’s EHV staff can be reached at EHV@ihcd.IN.gov . In most regions there is a monthly case conference meeting where we review each client and discuss progress, barriers, and can grant extensions. If your service area covers more than one region, then you may be asked to participate in multiple meetings.

Emergency Housing Voucher (EHV) Program – Special Processes

Some differences with EHV that do not apply to regular HCV participants include the following:

Referral Process – BoS CoC & Coordinated Entry

Prospective participants are connected to coordinated entry and receive an initial needs assessment for placement on the CE Prioritization List.

Some are connected through homeless outreach, some referred to CE by another service provider, and others self-refer.

Some who are referred meet the general criteria but are not high need compared to others on the CE Prioritization List. They should be connected to local resources.

Prospective participants complete an application/referral packet with the help of the referring agency and begin collecting required documents.

When notified that they are eligible and that the referral is being made, please be sure contact information is up to date.

Periodically CE Lead staff review the CE Prioritization list and enter the referral in HMIS and

make the referral to IHCD.

Additional Information about Balance of State Continuum of Care & Coordinated Entry linked below

Balance of State Continuum of Care (BoS CoC) [Regional Structure](#)

Coordinated Entry (CE) [System](#)

Coordinated Entry (CE) [Policy & Procedures](#)

Identifying Documents – When you receive an EHV referral packet there may be some missing documentation. If that is the case, it will be clearly stated what is missing, if there is verification that the documentation has been requested, it will be included but if it is not HUD allows for self-certification of the client’s birth date, social security number, and disability status. You may issue the voucher allowing the client to begin their housing search while they continue to work to obtain missing documents.

PIH2021-15 states on page 34 “As an alternative requirement, such individuals must provide the required documentation within 180 days of admission to be eligible for continued assistance”

Every effort should be made to obtain required documentation prior to admission, but voucher issuance, RTA approval, and lease up must not be delayed.

Communication about delays and barriers to getting missing documentation should be noted and shared in case conference meetings.

Criminal Background Checks – The background checks need to be completed, as with any other HCV client, but in most cases the information found will not disqualify a client from participation in the EHV program. HUD has two mandatory disqualifiers.

A client cannot be a lifetime registered sex offender

and hasn’t been convicted of manufacturing METH on federally assisted property they cannot be denied based on criminal history.

Prospective landlords are expected to utilize their own background checks and determine if they want to rent to a particular tenant.

This may make finding a unit more difficult, if this is a barrier for the client please be sure it is noted and shared in case conference meetings.

Transfers & Portability – EHV process the same as HCV (see Moves and Portability chapter)

In addition to your normal procedures, you will need to copy EHV@ihcda.IN.gov on your communication with S8Portability@ihcda.IN.gov when requesting ports and transfers.

Voucher Issuance & Extensions – Be sure EHV is already listed as the special program code
Must not be delayed due to missing documents.

Must be locked in so that a HUD 50058 will be created and sent to HUD.

This is how they pull the information for the dashboard and without these vouchers locked in they won’t be counted in the issuance/utilization data.

Must be issued for the full 120 days

30-day extension may be granted as long as the client is continuing to engage in the housing search.

Discussed and approved in monthly case conference

Before receiving additional 30-day extensions, client must update documentation and verifications in referral packet.

Inspections – EHV process the same as HCV (see chapter 10)

EHV participants can move into the unit after a failed inspection if the failed items are not life threatening.

If a EHV participant is allowed to move into a unit with Non-life-threatening HQS violations the landlord will have 30 days to complete repairs. Extensions may be granted as outline in chapter 10

Monthly Case Conference Meetings – In each region the participants in the monthly case conference meeting may vary but can include staff from the local PHA(s), the Lead Coordinated Entry (CE) Agency, and any Local Subcontracting Agency (LSA) in the region. If you are not already having a monthly case conference meeting in your region please contact EHV@ihcda.IN.gov to get one set up.

Review new referrals to determine who is assigned and if contact has been made and voucher issued.

Discuss clients in the housing search process and any barriers to the housing search (beyond local affordable housing and landlords willing to participate in the program.

Reviewing client level of participation in the housing search and authorizing extensions in 30 day increments as needed provided the client is engaged in the housing search and maintaining contact with housing specialist and/or referring staff.

Ultimately the client is responsible for remaining connected to the LSA, but sometimes with the homeless and hard-to-house there are a number of barriers and if they trust and feel connected to referring staff and that staff is attending case conferencing then they may provide updates and advocate for clients needing an extension.

New Admission Lock In – DO NOT lock in EHV New Admission

When the client has moved in, the lease and HAP contract are signed and returned make sure everything is in order and it is ready for lock in.

Make sure everything has been entered correctly and that the voucher is no longer suspended. Send “ready for lock in” email to EHV@ihcda.IN.gov with any EHV Claims that are ready to go.

EHV Expense Claims – Most expenses will be paid with the HAP payment. Some will need to be paid by direct check to an individual or agency. If being paid directly to a Landlord, please include the W9 form with the claim. All expense claims require documentation of the expense.

Landlord Incentives do not require a claim form

They are processed when I get the “ready for lock in” email and do not require any additional action.

They will appear on the HAP report with the memo “LL Incentive”

Application Fees –

Can be paid individually to the property or if there are several can be paid to the client or an agency to reimburse them for multiple application fees.

If the landlord is willing to wait, can be paid for at the same time as the Deposit and HAP.

Security Deposit –

May be paid up front by direct check to the landlord if specified, otherwise it will be paid by direct check with the next HAP run.

If the landlord is willing to wait, can be paid for at the same time as the Initial HAP payment and be shown on the HAP report with the memo “SD payment”.

Utility Deposits and Arrears –

We need the most current bill or statement from the utility company showing what it required to settle past due debt if they have debt and what it will take to get new service connected in the client’s name.

This information should be requested right away and when you get the information complete the claim form and turn it in. **DO NOT WAIT UNTIL THE UNIT HAS PASSED INSPECTION AND YOU ARE READY TO SCHEDULE MOVE IN.**

If the utility company requires any kind of promise to pay to prevent additional charges please let us know at the time of the claim.

Moving Expenses –

We may cover moving expenses for a EHV household. This may include things like a u-haul rental or movers if the household is disabled. This is typically only covered if the household has items in storage they need moved. Most EHV households do not have a need for this service.

Household Items – Excluding Furniture

This is intended for clients who have been homeless to get the bathroom, kitchen, cleaning products, and bedding they need.

Have the client make a list of what they think they need and review it before purchases are made. If it is reasonable there is no need for approval, but if you have questions, please email EHV@ihcda.IN.gov.

This cannot be paid upfront, but is reimbursed to the client, LSA, or other partnering agency with the claim form and receipts.

EHV Reexam – EHV process the same as HCV (see chapter 12)

Verify annual recert is complete and watch for 2nd incentive payment to be included on HAP. It should be paid with the final payment of the initial HAP contract.

Verify if client is remaining in the unit and is in good standing or if they are entering the move process.

EHV Termination – EHV process the same as HCV (see chapter 15)

If a termination takes place prior to end of initial lease the tenant is not entitled to the return of their Security Deposit. Any remaining amount of the security deposit following any deductions in accordance with the lease should be returned to IHDC.A.

If the EHV household is not in the unit for the 12th month of their initial lease term the landlord is not entitled to the second half of their landlord incentive payment. Please verify with Crystal Ivy (Civy@ihcda.in.gov) that the second incentive payment has been removed from pending transactions for the applicable EHV household.

Chapter 5: Reasonable Accommodations

5.1 Overview

A reasonable accommodation (RA) is an adjustment made to a rule, policy, practice, or service that allows a person with a disability to have equal access to the HCV program.

Once a reasonable accommodation is approved, it does not need to be approved again on an annual basis. However, per policy, you must ask all applicants and participants if they require any type of accommodations, in writing, on the intake/preliminary application, reexamination documents, and notices of adverse action by IHCD, by including the following language:

“If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the housing authority.”

The only reason that we would need to ask for RAs to be approved again are either because it is suspected that there is fraud, waste, or abuse going on directly related to the RA or if you receive notification from a knowledgeable professional that they do not believe there is a need for the accommodation any longer (in which you would proceed with the verification process with another knowledgeable professional). Again, **RAs do not need to be “reapproved” annually.**

As another reminder, Local Subcontracting Agencies (LSAs) may approve/deny most RA requests. Additionally, the paperwork for an RA (Reasonable Accommodation Request and HCV Verification of Disability) only need to be completed if it is not apparent to the caseworker that there is a nexus between the disability and the requested accommodation. If the forms are not used, the RA approval/denial must still be documented in Housing Pro. With that being said, when in doubt, use the forms!

5.2 Reasonable Accommodations that Do Not Require IHCD Approval Prior to LSA Approval

The following types of RAs can be approved locally by an LSA:

- RA for Live-in-Aide
 - Remember – a live-in-aide gets their own bedroom so if approved, the voucher size is increased by 1 bedroom (BR). If the live-in-aide has family members joining (who are also coded as “L” in Housing Pro), no extra bedrooms are allotted and HQS space standards must not be exceeded in the unit.
 - Approval of a live-in-aide RA means that the RA itself is approved; however, there is a separate “HCV Live-in-Aide Certification” form that must be completed (along with required background checks). Income of live-in-aide and their accompanying family member(s) is not included so there is no need to get income information from them.

- If a tenant has an RA approved for a live-in-aide but then the live-in-aide is changing to a different person, the RA does not need to be completed again. Only the certification and background checks.
- RA for Extra Bedroom(s)
 - Reasons may include but are not limited to room for medical equipment, need for separation of household members due to mental or physical health issues
 - You may also approve regular non-RA Extra Bedroom Requests
 - There is an Extra Bedroom Request form in Housing Pro for those non-RA requests.
 - Anytime extra bedrooms for an RA or non-RA are approved, the voucher size is increased by 1 BR.
 - Approval of an extra bedroom—whether through an RA or a regular EB request—must be for a bedroom that will be utilized as a regular sleeping room or a room for medical equipment, etc. Extra bedrooms will not be granted for guest/nap rooms, offices, or an extra living room.
- RA for an Informal Hearing to be conducted virtually.
 - Virtual hearings are essentially the default. However, if a tenant prefers to have a virtual hearing whereas an in-person hearing would have otherwise been conducted, then you may grant this.
 - This can be granted for anyone without the need to go through the RA process.
- RA for a tenant to move during the initial lease term (12 months)
 - If a tenant desires to move prior to the initial lease term ending and the landlord approves, then IHCD would need to approve this. Reasons where a tenant may need to do this would be due to better employment, better schools, etc. VAWA is excluded from this restriction.
 - If the tenant must move due to the sale of their unit to a new party that does not wish to assume the HAP contract or due to damage to the unit rendering it uninhabitable, then they must be issued a voucher to move without the need for an RA request to be made
- RA for applicants applying over the phone (e.g. not using WaitListCheck)
 - While using WaitListCheck should always be encouraged, we understand that there may be situations where an applicant is unable to apply on their own online due to a disability and they require assistance.
 - For these individuals, you may manually enter their application directly into Housing Pro. More specific instructions would be provided to you for agencies that will be opening online lists for the first time.
 - RA requests for applicants to apply to list will not need to be verified through a formal RA requests.
- RA request for extra voucher time
 - Outside of COVID-19 changes and under normal circumstances, the default maximum term of a voucher is up to 120 calendar days. However, an extra 30 days—again, outside of the COVID-19 situation—may be granted if the reason

for difficulty in the housing search is connected to their disability. For Mainstream vouchers, this term is automatically extended to 150 days.

- If you encounter a situation where there is a request to extend the voucher term beyond the maximum terms afforded by our policy (including COVID-19 waiver extensions), then please e-mail an IHCD A HCV Analyst for approval.

5.3 Reasonable Accommodations that Require IHCD A Approval Prior to LSA Approval

RAs that require IHCD A approval will almost always need to have the RA paperwork completed since it is not likely that it will be apparent to IHCD A staff that there is a nexus between the disability and the requested accommodation. However, there are exceptions that may arise.

These requests must be sent to the HCV Program Manager and/or HCV Senior Analyst after you receive all of the RA paperwork from the applicant/tenant and their knowledgeable professional.

These include (but are not limited to):

- RA for leasing a unit from a relative
 - Pursuant to CFR 982.306 PHA disapproval of owner, the PHA must not approve a unit if the owner is the parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless the PHA determines that approving the unit would provide reasonable accommodation for a family member who is a person with disabilities (previous guidance is attached to this e-mail).
 - With approving this RA, the tenant must be able to show that there is no suitable housing in the area for them to be able to lease-up and that due to their disability, they are essentially required to have to rent from a parent, child, grandparent, grandchild, sister, or brother.
 - Usually, this RA may be approved if the tenant has resided for an extended period of time in a unit that is owned by a relative and moving would create an undue hardship with their disability
- RA for increasing payment standard
 - RAs to increase payment standard would be done only if the tenant can show that there are no other suitable affordable units in the area and that due to their disability, the payment standard must be increased in order to secure housing
 - Prior to approving this, there must be documented attempts (e.g. by e-mail if possible) to have the landlord decrease the contract rent or the landlord to accept utility responsibility (which helps with affordability).
 - Sometimes this RA is approved in situations where a tenant has resided in a unit for an extended period of time, then receives a voucher, and due to their disability, there are no other suitable units or it would create an undue hardship for their disability to have to find a new unit.

- When IHCDCA approves these requests, it will always be approved for the minimum amount (by the dollar) required in order to make the unit affordable at 40% or slightly under. We will not “over-approve” a unit.
- RA for applicants porting out of IHCDCA’s jurisdiction prior to leasing up within the jurisdiction for at least 12 months
 - As a reminder, applicants who resided within IHCDCA’s jurisdiction (within any of the 83 of Indiana’s 92 counties excluding cities with their own HCV program) at the time of their waiting list application maintain the right to port immediately from the waiting list. This right is maintained even if they move out of the jurisdiction after they apply.
 - Applicants who did not reside within IHCDCA’s jurisdiction at the time of their waiting list application (even if they later move to our jurisdiction) do not have the right to port and would need an RA approved to do so. IHCDCA staff would need to grant authorization for this. Usual reasons may include the need to reside near informal or formal supports as it relates to their disability and that their disability could not be accommodated if they were to remain within our jurisdiction.
 - LSA coverage area ≠ IHCDCA jurisdiction. Applicants may **always** transfer to another area of our jurisdiction when they are selected for assistance. An example would be an applicant selected from AREA IV’s waiting list desires to transfer to NICA’s coverage area).
- RA for an applicant or tenant desiring to lease-up outside of IHCDCA’s jurisdiction with an IHCDCA voucher
 - If for whatever reason, an applicant or tenant desires to lease-up their HCV outside of IHCDCA’s jurisdiction into the jurisdiction of a neighboring PHA and IHCDCA does not have a memorandum of understanding (MOU) with that other PHA, then IHCDCA staff must approve this first.
 - It is very important that approval is sought with IHCDCA prior to doing this as there could be financial ramifications if we are found to be improperly leasing up vouchers outside of IHCDCA’s jurisdiction.

5.4 Reasonable Accommodations that Neither IHCDCA nor an LSA May Approve

The definition of a reasonable accommodation is “an adjustment made to a rule, policy, practice, or service that allows a person with a disability to have equal access to the HCV program.” RAs would only be denied if it creates an “undue financial and administrative burden” for IHCDCA or results in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider’s operations.

There are situations where an applicant/tenant may request an accommodation that knowingly/unknowingly is outside of IHCDCA’s scope or perhaps a violation of the law. These would include:

- RA to authorize a tenant to break their lease
 - IHCDA in and of itself does not have the authority to break a lease agreement. The only action that can do so is either the mutual agreement of a tenant and landlord OR the effectuation of the lease addendum due to a violation by the landlord of that addendum or violation of the HAP contract.
 - As long as the unit is in good standing with HQS and the landlord is adhering to program rules, the HAP Contract remains intact. If a landlord fails to remedy HQS or were to otherwise violate the terms of the HAP Contract, then the lease addendum would be in effect and can make the lease void and we could issue a voucher to the tenant to move.
 - If the tenant wants to break their lease and the landlord is not willing to sign the Mutual Agreement to Terminate Lease document and the unit and landlord are in good standing, then we cannot do anything about it.
- RA to authorize an ineligible household member to move-in or remain on the program
 - If a household member cannot be added due to—for example—being on a lifetime sexual offender registry, there is no way around it as this is a HUD rule that cannot be amended.
 - Additionally, if a household member is later found to be ineligible for a reason that HUD provides no exceptions for, then they must be removed whether, they, or the Head of Household has a disability or not. This also includes live-in-aides and their family members.
- RA to extend duplicate subsidy beyond the calendar month.
 - HUD rules state that a duplicate subsidy is authorized for tenants moving from one Section 8 program to another within the same calendar month. This is not to be confused with “1 month of duplicate subsidy”. So, for example, if a tenant leased-up with IHCDA from another program on 08/01/2020 or on 08/30/2020, they would have until 08/31/2020 to vacate their previous unit before it becomes a duplicate subsidy. Incidences of duplicate subsidies may result in termination and/or repayment of any subsidy.
 - We cannot authorize the extension of a duplicate subsidy through an RA or any other means. The most we would be able to do is potentially avoid termination of assistance, but a repayment could still be required.

5.5 Documenting and Tracking Reasonable Accommodations in Housing Pro

Reasonable Accommodations must be documented and tracked in Housing Pro for all applicants and tenants.

Here are notes regarding the process:

- Under ACCESSIBILITY in the “Reasonable Acc. Type” field, if it is not a reasonable accommodation but actually is just the approval of an Extra Bedroom Request, then put “Extra Bedroom (Non-RA)”
- If there is more than one type of RA being approved, separate each accommodation with a comma
- For the “Reasonable Acc. Status”, you can choose either Approved or Disapproved. Since Housing Pro only gives us this one box to formally document RA’s, approval will trump disapproval as far as documenting the status; however, you should document disapprovals in the Notes box so that there is a record. This includes disapprovals of extra bedroom requests.
- You are still required to utilize the Approval and Denial letters for reasonable accommodations and send them out in a timely manner as well as maintain documentation of Extra Bedroom Request forms, Reasonable Accommodation Request forms, and Disability Verification for HCV forms.
- Below is an example of how the Reasonable Accommodation should be documented:

The screenshot displays a tenant profile for V012345, categorized as a 'New T. Applicant - Pending'. The interface includes a navigation bar with 'Dashboard' and 'Tenants' tabs, and a top menu with 'Lists', 'Reports', and 'Settings'. Below the navigation is a search bar showing '1 found' and '27358 total'. The main content area is divided into several sections:

- MEMBERS:** A table listing two applicants:

Last Name (2b)	First Name (3c)	Id (1d)	Date of Birth (2y)	Age at Effective	Age Today	Sex	Relationship	Citizenship	Disabled	Ethnicity	White	Black	Amst Indian	Asian	Pacific Islander	SSN/Ait ID (3n)	SSN Verified	Alien Reg (3p)	Comm Serv	Birth Certificate	ELBL	Clement Check	Intelligible	Veteran	HUD 53875
1 Applicant	New	Tes	01/01/1981	39	39	F	H	EC	N	1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XXX-XX-XXXX	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Applicant	Newer	Exa	06/06/2006	13	13	F	Y	EC	N	1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XXX-XX-XXXX	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- HOUSEHOLD DETAILS:** Total in Household (3t) is 2, Adult Count is 1, Youth Count is 1, Single-headed Household is checked (X), and Former Head SSN (3w) is blank.
- FAMILY ELIGIBILITY STATUS:** Subsidy Status (3u) is set to 'Eligible for Full Assistance'. Other fields include Effective Date if 3u=C (3v), Admission Over Very Low Limit (4d) with radio buttons for Y or N, Income Limit Exception Reason, Income Limit (\$32,000), Continuously Assisted? (4e) with radio buttons for Y or N, and Income Targeting Waiver? (4f) with radio buttons for Y or N.
- ACCESSIBILITY (circled in red):** Requested Features (5f) includes checkboxes for Hearing, Other, Mobility, and Sight. Reasonable Acc. Type is 'Live-in-Aide (New T. Applicant)', Reasonable Acc. Status is 'Approved', Family Disability Type is blank, and Reexam Special Consid. is blank. Notes include 'Live-in-Aide: Approved Effective 2/1/2020'.
- RESIDENTCHECK REPORT HISTORY:** A table with columns for Date, Transaction #, Type, Decision, and Status, currently empty.

- If you scroll down in the notes box, you will see additional notes regarding a denial of an RA Request to increase the Payment Standard:

ACCESSIBILITY

Requested Features (5f)	<input type="checkbox"/> Hearing <input type="checkbox"/> Other <input type="checkbox"/> Mobility <input type="checkbox"/> Sight
Reasonable Acc. Type	Live-in-Aide (New T. Applicant)
Reasonable Acc. Status	Approved ▼
Family Disability Type	
Reexam Special Consid.	▼
Notes	Payment Standard: Denied 1/10/2020

- Each agency has a report in Report Writer called “Reexams with RA Status – Agency Name”. For example, there is a “Reexams with RA Status - AREA IV”, “Reexams with RA Status - NICA”, “Reexams with RA Status – SIEOC”, etc. This report will assist you in tracking tenants that have Reasonable Accommodations. Again, this will only work if the Accessibility fields (Reasonable Acc. Type & Reasonable Acc. Status) are completed in Housing Pro.

Chapter 6: Utility Allowances & Rent Reasonableness

6.1 Definition of a Utility Allowance

The utility allowance (UA) is the value of the estimated monthly cost for a specific utility for a specific bedroom size for a specific market area. Utility allowances, which are for water, sewer, light, power, heating, and cooling, are a part of the calculation for determining the Housing Assistance Payment (HAP) and Utility Reimbursement (UR).

In Housing Pro, you will add the UA for each household by choosing the following for each category of utility (such as heating, cooling, water, etc.):

- Type of utility for category (gas v. electric for heating)
- County or zip code
- Year
- Single Family or Multi-Family
- Type of housing (for example, duplex v. apartment)
- Owner Responsible v. Tenant Responsible

Each factor above affects the value of the utility allowance for each category of utility.

How Payment Standards are Assigned to Counties

IHCDA uses a third-party contractor to calculate utility allowances annually for all counties in Indiana, posts these on the IHCDA website (<https://www.in.gov/myihcda/2430.htm>), and adds these to Housing Pro. If you see any UA errors in Housing Pro, please contact IHCDA staff so corrections can be made.

How to Choose the UA for a Household

The UA for a household should always be the lesser of the UA of the bedroom size of the unit or the UA of the bedroom size of the voucher. This is the same rule for payment standards.

Increases in UA

If a UA increases during the term of the HAP Contract, the UA will be used at the next Annual Re-Examination and not before, even if an Interim(s) is done before the Annual.

Decreases in UA

If a UA decreases during the term of the HAP Contract, the decreased UA will not be used until the household moves to a new unit.

6.2 Definition of Rent Reasonableness

A unit is determined to be rent reasonable if it is a similar price to at least three other units that are similar in terms of:

- Unit size
- Unit utilities paid by the tenant versus the owner

- Unit amenities
- Unit condition
- Unit location

Determination of Rent Reasonableness

IHCDA uses the third-party software vendor, GoSection8 by Nan McKay, to determine if a unit is rent reasonable. If you do not have a username and password for GoSection8, contact dmonaghan@ihcda.in.gov so one can be created for you. To use this software, log in to your dashboard and enter the address of the unit you are checking for rent reasonableness. You will then be prompted to add data regarding the unit address, unit size, unit utilities paid by tenant versus owner, unit amenities, and unit condition.

Once you submit this information, GoSection8 will generate a list of units that you can view as comparable to your unit. For the unit to pass rent reasonableness, you need to find a minimum of 3 units that are at least an 80% match in the categories of Similarity and Accuracy.

Similarity is a measure of how similar the comparables are to your unit in terms of:

- Unit size
- Unit utilities paid by the tenant versus the owner
- Unit amenities
- Unit condition
- Unit location

Accuracy is a measure of how accurate the information is for each comparable. For example, if a unit listing in GoSection8 does not have amenities or utilities listed, then the accuracy of how similar that comparable is to your unit will be lower than if all the information for those categories was provided.

Once you find these 3 units:

1. Select the three units.
2. Click on Certify.
3. Print the certification so that it can be added to the household file.

If the unit does not pass rent reasonableness, you should do one of the following:

- Notify the household that either a new unit must be selected, or
- The owner must reduce the rent.

If the unit seems like it may be rent reasonable, contact IHCDA for guidance. It is possible that new comparables can be found to show that the unit is rent reasonable. Some adjustments to choosing comparables should be made in the following cases:

- A unit that is located on the border between two different housing markets
- A unit that is an outlier in terms of quality, size, or type for its location

In some instances, GoSection8 may not have a sufficient number of comparable units to perform a rent reasonableness study. In these instances, an LSA may manually perform a rent reasonable study by contacting local landlords with comparable units and requesting information on the rent

they receive and what utilities are paid for units comparable in size, condition, location, and amenities. If GoSection8 does not have sufficient comparable units, please contact IHEDA so a request can be sent to GoSection8 to add more units in that location.

When Rent Reasonableness Is Required

A check for rent reasonableness is required for the following instances:

- Prior to move-in for a new HAP Contract
- If the FMR reduces by 10% from the previous FMR
- Any requests for rent increase, except if the unit is either a HOME or LIHTC unit and that unit does not have a contract rent higher than the rent for a similar unassisted unit on that property.

Chapter 7: Payment Standards

Definition of a Payment Standard

The payment standard is the maximum amount that will be paid for a unit of a certain bedroom size including the Utility Allowance. This is determined by the Fair Market Rent (FMR) for the specific location of the unit.

How Payment Standards are Assigned to Counties and Zip Codes

IHCDA uses the Fair Market Rents (FMRs) published by HUD on its website each year at <https://www.huduser.gov/portal/datasets/fmr.html>. These are generally published in the month or two before the new calendar year. Once these are published, IHCDA uploads these payment standards to Housing Pro. If you see any errors in the payment standards, please contact IHCDA staff so that we can correct this. For a few counties that IHCDA serves, the payment standard is 110% FMR. These increased payment standards were approved by IHCDA through a formal request process established by IHCDA. If an LSA believes that a county or small area FMR (a zip code, not an entire county) needs to have its payment standard increased to 110% FMR to provide adequate housing choice for an area, then it can request an increased payment standard by contacting IHCDA and providing data that demonstrates the need for the increased payment standard. The purpose for increasing a payment standard to 110% is to increase housing opportunity for program participants wishing to lease up in that county or small area FMR. Factors that affect the approval of 110% FMR are availability of HAP at IHCDA and the area's availability of housing and economic opportunity.

How to Choose the Payment Standard for a Household

The payment standard for a household should always be the lesser of the payment standard of the bedroom size of the unit or the payment standard of the bedroom size of the voucher. The same rule applies to utility allowances.

Increases in Payment Standards

If a payment standard increases during the term of the HAP Contract, the increased payment standard will be used at the next Annual Re-Examination and not before, even if an Interim(s) is done before the Annual.

Decreases in Payment Standards

If a payment standard decreases during the term of the HAP Contract, the decreased payment standard will not be used until the household moves to a new unit (HUD's Hold Harmless Policy).

Reasonable Accommodation for Increasing Payment Standards

There are times when increasing the payment standard up to 120% FMR enables a household member with a disability to utilize the voucher. For example, a household member with a disability may need a unit with wheelchair accessibility. If the only wheelchair accessible units in that person's community have rents that exceed the payment standard, then the household could be granted a reasonable accommodation to have a payment standard of up to 120% FMR to allow the unit to be affordable. Contact IHCDA to request to increase the payment standard as

a reasonable accommodation.

Chapter 8: Housing Search and Leasing

8.1 Overview

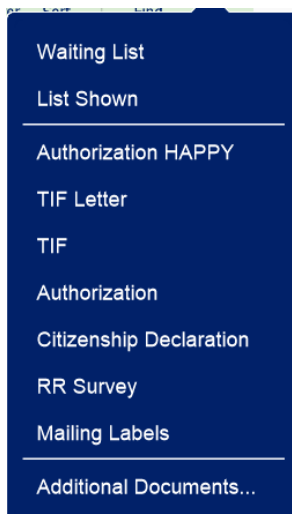
This chapter explains the briefing process, Housing Choice Voucher (HCV) issuance, housing search, tenancy approval, leasing processes, and the Fair Housing Act of 1968. Housing search and leasing are critical activities in the administration of the HCV program. Until the family finds a unit that meets both their needs and program requirements, the family cannot benefit from the many opportunities offered by IHCDA’s HCV program. At the same time, the LSA cannot earn the administrative fee needed to operate the program until a unit is leased and placed under the Housing Assistance Payments (HAP) contract.

When the HCV specialist provides more assistance upfront to applicant and participant families, both the family and LSA benefit. Families are likely to lease units more quickly and better understand program requirements, while the LSA increases its ability to earn admin and fully utilize their voucher allocation amounts.

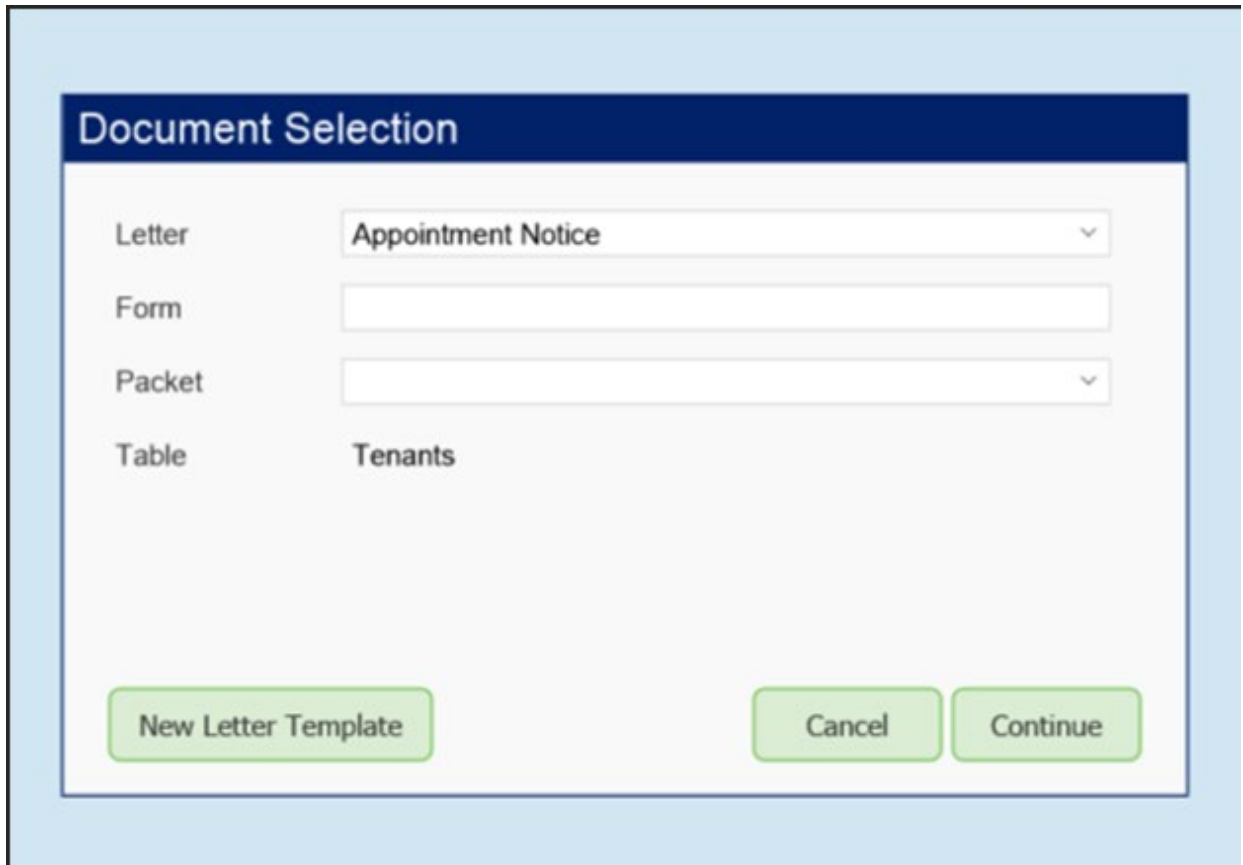
The voucher is the family’s authorization to search for housing. The family receives the voucher after the LSA selects the family from the waiting list, determines the family eligible for assistance, and conducts the program briefing. Upon issuance of a Housing Choice Voucher, the housing search process begins. Once the family finds a suitable unit, the LSA begins its process of approving or denying the assisted tenancy. If the tenancy is approved, leasing activities begin.

8.2 Briefings – Scheduling a Briefing

When an applicant has been selected from the waiting list, in addition to sending the wait list selection notices from the waiting list module in housing pro, the HCV specialist is required to also send the appointment of briefings from the wait list module as well. This will be visible under the client record when they are successfully transferred to occupancy. In order to print the appointment notice from wait list, select the applicant, then select the print feature where a menu will open. Click “additional documents”.



The document Selection window will open. In the Letter field dropdown select Appointment Notice.



The screenshot shows a 'Document Selection' window with the following fields and options:

- Letter: Appointment Notice (dropdown)
- Form: (empty text box)
- Packet: (empty dropdown)
- Table: Tenants

Buttons at the bottom: New Letter Template, Cancel, Continue.

The letter will populate and save in the applicant record as well as to occupancy if the applicant is determined eligible and issued a voucher at their briefing.

Required Documents

Briefing certifications within Housing Pro, Chapter 5 of the [Admin Plan](#) and [The HCV Guidebook](#) details the required contents of the briefing packet must include.

If your agency is missing a document that is required, contact IHCDA's general email at Section8@ihcda.in.gov and advise which of the required documents you are in need of from those listed on the briefing packet.

In order to obtain the briefing certificate in housing pro, select the tenant from occupancy then select the print icon. Under forms, select briefing certification. Print the document to use as a checklist while going over each briefing item. Once the HCV specialist completes the briefing, both the specialist and the applicant should sign and date the form. The form should be placed in the tenant file.

ieMaker Pro - [OCCUPANCY (IHCDAAAPP066W)]
Housing Pro File Edit Records

Waiting List Occupancy iFile FSS Pro IDA Inspections Work Orders Payments 1099s TARs QB Connector Report Writer

hcd a IH CDA

Dashboard Tenants Lists Reports Settings

423 found 27388 total

Initial Data Household Unit Data Owner Eligibility TTP Program FSS/WTW Portability Transactions Documents

CURRENT TRANSACTION

Type of Action (2a)	06 End Participation
Effective Date of Action (2b)	08/31/2001
Triennial Re-certification	

PROGRAM DETAILS

Agency (1a)	
Housing Program	
Market Area	

Document Selection

Letter


Form

Packet

Table

You are about to process 423 Records.

There are 8 Records in the found set with Alternate Contacts.



Indiana Housing & Community Development Authority

BRIEFING CERTIFICATION

I, _____, certify that I was given an oral briefing for the Section 8 Housing Choice Voucher Program. I received the following information as required by 24 CFR 982.301(a) including how the Section Housing Choice Voucher Program works. I also received an information packet containing the following information:

Head of Household must initial each line to show receipt of information.

- ____ Voucher (HUD 52646)
- ____ Request for Tenancy Approval (HUD form 52517)
- ____ Tenancy Addendum (HUD 52641-A)
- ____ A Good Place to Live
- ____ Protect Your Family from Lead in Your Home
- ____ EIV Brochure
- ____ Right to Appeal
- ____ Housing Complaint Form (HUD 903)
- ____ Family Right and Obligations Agreement
- ____ Utility Schedule
- ____ Voucher Payment Standard & 40% Limits
- ____ Copy of Calculation of Assistance
- ____ Inspection Checklist
- ____ VAWA Forms (HUD 5380 & 5382)


Printed name of Applicant _____ Printed name of Section 8 Representative _____

Signature of Applicant _____ Signature of Section 8 Representative _____

Date _____ Date _____

Phone: _____
 Fax: _____
 Toll Free (In State Only): (800) 872-0371

cfarzetta

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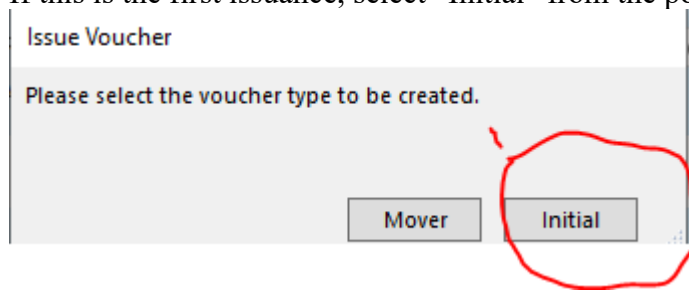
8.3 Voucher Issuance

After the applicant family has successfully completed the briefing, the HCV specialist will issue the voucher to the family. To issue a voucher to an applicant family, you must go to the occupancy screen in housing pro, select the tenant, and go to the program screen. In the program screen the bottom bento box that states Voucher Issuance History will be blank if the family has never had a voucher issued before.

Select the Plus Sign in this field to issue a voucher.

VOUCHER ISSUANCE HISTORY															+				
Number	Type	Size (12a)	Issued	Expiration	1 st Extension	2 nd Extension	Days Open	Days Susp.	RTA Approved	PHA Official	Program	Disabled	Elderly	Homeless	Veteran	Status	Status Date	Issue Voucher	Change Voucher Size

If this is the first issuance, select “Initial” from the pop up box.



The voucher will then generate into the Voucher history field. The HCV specialist must select the appropriate number of bedrooms the family qualifies for and click on the expiration date to pre-populate the 60 day period per IHCD policy for initial voucher terms.

Number	Type	Size (12a)	Issued	Expiration	1 st Extension	2 nd Extension	Days Open	Days Susp.	RTA Approved	PHA Official	Program	Disabled	Elderly	Homeless	Veteran	Status	Status Date
V000000	I	5	06/18/2020	08/17/2020			0			Carol Farzetta	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Once the voucher is created, it is important to print the voucher from the document screen in occupancy. Both the tenant and the HCV specialist must sign the voucher. The voucher details must be clearly explained to the tenant by the HCV specialist as well details on how to request an extension prior to the expiration of the voucher. Once this is signed, place the signed copy into the tenant file and give a copy to the tenant to begin their housing search.

8.4 The Fair Housing Act of 1968

Fair Housing Overview

All housing professionals should be familiar with The Fair Housing Act of 1968 and later amended in 1988. This legislation was a part of the Civil Rights Act of 1968 and is critical to the role of the HCV specialist. As an HCV specialist, think of yourself as an advocate for

participant families and recognize that you have the opportunity to educate stakeholders (including landlords) on the advantages of leasing to HCV tenants as well as the responsibility to hold violators of the Fair Housing Act accountable.

The Seven Protected Classes of the Fair Housing Act:

Race	Color	National Origin	Religion
Sex	Familial Status		Disability

Race: People cannot be treated unfavorably due to personal characteristics like hair texture, skin color/complexion, and facial features.

Color: While race and color overlap, they're not synonymous. Color discrimination may occur in people of various races or ethnicity and includes pigmentation, complexion, skin shade, tone, lightness, darkness, and color characteristic.

Religion: This law protects people who belong to traditional and organized religions like Buddhism, Christianity, and Hinduism. It also protects those who have other religious, ethical, or moral beliefs.

National origin: Those who are [from another country](#) or another part of the world are protected under this law. Ethnicity, accent, or the appearance of being of a certain ethnic background is also covered.

Sex: This class protects discrimination against sex and gender, which is the range of characteristics regarding masculinity, femininity, intersexuality, and more. Protection is provided to all sexes regardless of sexual orientation, transgender status, and other gender roles and identities.

Disability: When you're looking for a rental, landlords aren't allowed to ask whether you have a disability or illness (nor can they ask to see your medical records). This includes [physical or mental disability](#). Additionally, landlords may have to provide you with accommodations, at the landlord's expense, and may have to allow you to make some modifications at your own cost.

Familial status: This term refers to the presence of at least one child under 18 years old. It also protects prospects and tenants who are pregnant or in the process of child adoption.

Avoiding FHA Discrimination

The easiest way to avoid committing a fair housing violation as an HCV specialist is to ask yourself the following questions:

Would I do this for every single participant on our program?

HUD strongly monitors fair housing violations and IHCDA takes reports of such very seriously. Violations, complaints, investigations, and corrective action of such **must** be recorded and sent to IHCDA.

Most violations happen unintentionally or unknowingly with the best intentions. The list below provides examples of fair housing violations that may not be obvious or intuitive.

- Making exceptions to policy to accommodate families with “more severe need” ie. Single mothers or the elderly - *violation on familial makeup, gender, age*

- Granting reasonable accommodations for some families who “just may need the extra help” that you might not offer to all families on the program – *violation on any or all protected classes*
- Discouraging a family from looking into rental houses and encouraging apartments instead because it is easier to find apartments than houses – *violation could be based on any or all the above protected classes (most commonly race, color)*
- A landlord suggests a household with children wait on a unit at the ground floor because the children may disturb neighbor’s downstairs – *violation on basis of familial status*
- Asking a family who seems less trustworthy to complete additional steps during their briefing, just to make sure they are not committing any violations. – *violation on any/all protected classes*
- Sharing details with a landlord outside of that which is outlined in the HAP contract “Ms. Jones has mental health issues that have caused her problems in the past, so I am so thankful you are willing to lease to her.”-*violation on disability.*

Steering

Steering is commonly used today to discourage families of color from buying, leasing, or otherwise living in more white, high-opportunity areas. Though we are past the days where families of color could not legally buy a home in certain areas (redlining); steering, whether intentional or not is still prevalent throughout Indiana.

Unintentionally steering families is one of the easiest things to do as an HCV specialist and typically the more invested we are in helping families find a home, the more prone we are to steering them.

The steering we do as HCV specialists is likely well intentioned and done unknowingly. Families frequently ask us things like:

- “Are there nice houses in _____ part of town?”
- “Is there anywhere I should avoid when looking for a place to rent?”
- “Would a family like mine be comfortable there?”

Landlord Relationships

Landlord relationships also contribute to steering and we must walk a fine line between providing necessary referrals and violating the fair housing act. Maintaining positive relationships with landlords is critical to our agency’s success. IHEDA recognizes the difficult line LSA employees must walk each day as advocates for both tenants and landlords in their communities.

The “**DO’S**” of landlord relationships:

- Do keep a running list of open units, and future open units for local landlords
- Do engage landlords as often as possible and encourage them to ask questions and provide feedback to improve the program
- Do encourage landlords to list their properties on <http://indianahousingnow.org/>
- Do provide **ALL** families with the same list of open units/future open units even if they are looking in a specific area where you don’t have any existing landlord

relationships.

- Do provide **THE SAME** resources outside of your landlord list for **ALL** families
- Do provide families with information on areas of opportunity, such as bus routes, school ratings, etc. regardless if it in your area or not.
- Do provide tenants with resources that can aide in their housing search such as Indianahousingnow.org and refine their search specifically to landlords/properties that accept section 8, affordablehousingonline.com, Zillow.com, apartments.com or any other local means of advertisements for apartments or homes in the location they are seeking.

The “**DON'TS**” of landlord relationships:

- Don't give listings for a landlord to some families, but not others if you know they have available units.
- Don't abide to a landlord's wishes if it is a Fair Housing Violation (eg. If a landlord implies, they will only accept white tenants, they cannot be on your provided list)
- Don't pre-screen families for landlords.
- Don't **ONLY** provide families with a list of potential landlords.
- Don't pursue landlord relationships in only one part/side of town.
- Don't tell landlords any extra details about tenants.

8.5 Assisting Families with their Housing Search

One method for improving leasing success rates is to help families during the housing search process. Periodic contact with voucher holders during the search process has proven to be an effective method to improve leasing success. Such contact allows the HCV specialist to assess the family's progress in locating units, resolve any issues and clarify program requirements before the expiration of the voucher term. The HCV specialist can also use this communication with the participants to remind them of the expiration date of the voucher and to reinforce the importance of locating a unit and returning a Request for Tenancy Approval or requesting an extension prior to the date of expiration. You may also want to consider some other best practices that have proven effective in ensuring lease up. These may include:

- Providing information on neighborhoods and amenities within neighborhoods the tenant has chosen to search.
- Provide Transportation to visit units.
- Recommend that the voucher holder complete neighborhood tours.
- Provide a listing of vacant rental units,
- Provide referrals to programs that assist with admin fees, application fees, security deposits assistance, utility deposit assistance and/or moving costs.
- Provide referrals to programs that assist with admin fees, application fees, security deposits assistance, utility deposit assistance and/or moving costs.
- Have voucher holders complete a housing search log (see Exhibit 1).
HCV specialists can then discuss with the family, any obstacles the family is encountering, answer additional questions, and reinforce that paperwork is due prior to the voucher expiration date. HCV Specialist are also encouraged to allow families to

email search logs or submit the logs online if the housing authority has that capability. LSA's and HCV specialists have an obligation to make the program readily accessible to and usable by persons with disabilities. Engaging with applicants with disabilities in the housing search process will help identify and address specific obstacles to securing housing that meets applicants' disability-related needs and ensuring applicants with disabilities can access the HCV program. Applicants with disabilities cannot be excluded from participation in or denied the benefits of the HCV program which means an HCV specialist must consider the availability of affordable accessible housing when evaluating its HCV program in its entirety. LSAs must provide a current listing of available accessible housing units known to the LSAs when issuing a voucher to a family which includes an individual with disabilities and must otherwise assist the family in locating an available accessible unit. Actions an LSA may take in addition to approving individual reasonable accommodation requests include enhancing the list of known accessible HCV units by including additional information, such as bedroom size, amenities, proximity to transportation; encourage private landlords with known accessible units to participate in HCV programs and adopting more flexible policies related to portability and extensions of search time.

8.6 Request for Tenancy Approval

Once the family has found a unit and the landlord has agreed to accept the Housing choice voucher, the family must turn in two documents prior to the expiration date listed on their voucher or any extensions that were granted.

These documents are:

- *A Request for Tenancy Approval (RTA/RFTA)*
- *A Copy of an unsigned lease in the HUD-required tenancy addendum*

Once the RTA is turned in to the HCV specialist, you must suspend the voucher.

IHCDA permits only one tenancy approval to be submitted at a time per family but, there is no limit on the number of RTA's a family can hand in during their voucher period including any extensions.

Once an RTA and a unsigned lease is submitted, the HCV specialist must suspend the voucher. To do this, on the initial screen, under scheduling, enter the date the RTA was received as shown below:

Dashboard Tenants Lists Reports Settings

V000000 - New T. Applicant - Pending 1 found 27784 total

Initial Data Household Unit Data Owner Eligibility TTP Program FSS/WTW Portability Transactions Documents

TENANT INFORMATION

Tenant ID: V000000
 Apt Number:
 Mailing Address 1: 1234 Any Place
 Mailing Address 2:
 ZIP, ZIP4, City, St: 46220 4810 Indianapolis IN
 Stop Using On:
 Phone 1: Home Phone
 Phone 2: Work Phone
 Phone 3: Home Phone
 Email Address: section8@ihcda.in.gov
 Email Preferred: X
 Language: English

ALTERNATE CONTACT

Alt Contact Requested: Y N
 Alternate Contact:
 Phone:
 Select the contact types provided on Form HUD-92006:
 Assist with Recertification Process
 Change in house rules
 Change in lease terms
 Emergency
 Eviction from unit
 Late payment of rent
 Other
 Termination of rental assistance
 Unable to contact you

TENANT BASED

Increment:
PROJECT BASED
 PH AMP, Dev # (1d):
 PH Building # (1e):
 Ent # (1f):
 PH Unit Number (1g):

SPECIAL PROGRAMS

FSS Participant (2k): Y N
 Other Special Programs 1 (2n):
 Other Special Programs 2 (2n):
 Special Programs (2m):
 Voucher Type:
 RAD Voucher Type:
 Port Status:
 PH Tenant Type:

SCHEDULING

1st Appointment:
 2nd Appointment:
 TIF Received Date:
 RTA Received Date: 06/18/2020

ADMISSION

Admission Date (2h): 10/13/2019
 Date Entered Waiting List (4a): 07/02/2015
 ZIP Code Before Admission (4b): 01234
 Homeless at Admission (4c): Y N
 Previous Census Tract:
 Admission Type: Waiting List Admission

Once you enter the date, you will receive a pop up box that will say: Would you like to suspend the voucher. Select yes.

Message

Would you like to suspend the voucher?

No Yes

When you select yes, Housing Pro will automatically advance to the program screen and a pop up will appear with the voucher suspension, as seen below:

Voucher Suspension
Voucher Number: V000000

Suspension Start Date	Suspension End Date	Days Suspended	RTA Received Date
05/15/2020		34	05/15/2020

Total Days Suspended: 34
Total Days Open: 14
RTA Approved Date: []

VOUCHER ISSUANCE HISTORY

Number	Type	Size (12a)	Issued	Expiration	1 st Extension	2 nd Extension	Days Open	Days Susp.	RTA Approved	PHA Official	Program	Disabled	Elderly	Homeless	Veteran	Status	Status Date
V000000	I	1	05/01/2020	08/17/2020			14	34		Carol Farzetta	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suspended	

If the unit does not meet criteria for approval, to release the voucher, in the program screen, select the blue arrow and select yes in the pop up box, as shown below:

Message
Would you like to release the voucher?

No Yes

VOUCHER ISSUANCE HISTORY

on	2 nd Extension	Days Open	Days Susp.	RTA Approved	PHA Official	Program	Disabled	Elderly	Homeless	Veteran	Status	Status Date
		14	34		Carol Farzetta	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suspended	

When a unit is approved, it means the unit meets all requirements to be subsidized by HUD including is affordable, is rent reasonable, and passes HQS standards. If the unit meets all these requirements, mark the RTA as approved. Details on Rent Reasonableness, affordability and HQS are defined in this guidebook in more detail.

To approve the RTA, follow same steps but enter the date to approve the voucher. This will then generate in the Voucher history screen.

Y N RTA Approved Date:

Group Home
 SRO
 Manufactured Home

Message

Voucher released, do you want to set the RTA Approved Date?

Enter Date:

	\$845	Proration Percentage (12ae)
	24.71%	Mixed Family Total Cont. (12ag)
Maximum Family Contribution	\$1,368	Percentage of Adjusted Income
Tenant Rent (12v)	\$700	Mixed Family Tenant Rent (12al)
MH Excess HAP		MH Excess HAP
MH HAP Payee		MH HAP Payee
Utility Reimbursement (12w)	\$0	Mixed Family Utility Reimb. (12ai)
UR Payee	New Test Applicant	UR Payee
HAP to Owner (12u)	\$0	Prorated HAP to Owner (12aj)

PRORATED RENT CALCULATION

Issued	Expiration	1 st Extension	2 nd Extension	Days Open	Days Susp.	RTA Approved	PHA Official	Program	Disabled Elderly	Homeless	Veteran	Status	Status Date
05/01/2020	08/17/2020			14	34		Carol Farzetta	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suspended	

The approval of the RTA is the key to executing a HAP contract and successfully leasing the tenant up. For details on how to execute a HAP contract, please refer to Chapter 10 of this guidebook.

Chapter 9: Calculating Rent, Housing Assistance Payment (HAP), & Utility Reimbursement (UR)

HAP and UR are calculated using the following factors:

- Minimum Rent (\$25)
- Payment standard
- Utility allowance
- Contract rent
- Annual gross income
- Number of deductions:
 - \$400 for elderly/disabled (maximum number of deductions = 1 for household)
 - \$480 for each dependent (maximum number deductions = number of household dependents)

Line	Component	Calculation
1	Contract Rent	
2	Utility Allowance	
3	Gross Rent	Line 1 + 2
4	Payment Standard	
5	Lower of Gross rent or payment standard	Line 3 or 4
6	Annual Gross Income	
7	Deductions	
8	Adjusted Annual Gross Income	Line 6-7
9	Monthly Adjusted Gross Income	Line 8 divided by 12
10	30% of Monthly Adjusted Gross Income	Line 9 * .3
11	Minimum Rent	\$25
12	Total Tenant Portion	Greater of line 10 or 11
13	Housing Assistance Payment	Line 5 - Line 12
14	Tenant Rent	Line 1 - Line 13
15	Utility Reimbursement	Lesser of line 14 or \$0

Here is the math that corresponds to the above table:

1. Add the Contract Rent (the rent the owner is asking for altogether, this is on the lease) to the tenant responsible UA. (This is called the Gross Rent.)
2. Write down the payment standard (located in Housing Pro) for the lesser of the voucher size or the unit size.
3. Write down the lower of the Gross Rent v. the payment standard.
4. Determine the monthly adjusted gross income by:
 1. Writing down the annual gross income
 2. Subtract any deductions (see above for types) from the annual gross income.
 3. Take this answer and divide it by 12 to get the monthly adjusted gross income.

5. Multiply the monthly adjusted gross income by 0.3 (which is 30% represented as a decimal).
6. Compare the value you get from number 5, which is the monthly adjusted gross income, to the minimum rent of \$25. Write down the lower number of the two.
7. Finally, you will do the following:
 - Lesser of the Payment Standard or the Gross Rent (step 3)
 - Greater of 30% of the Adjusted Monthly Gross Income or the
Minimum Rent (step 6)

HAP
8. To determine the Tenant Rent, you would subtract the HAP from the Contract Rent. If the HAP is greater than the Contract Rent, then a UR check will be disbursed to the household in the amount of the difference.
9. The last consideration to make is to determine if the unit will be affordable at move-in. The total family share must not be more than 40% of the household income at move-in. After the first 12 months in a unit, the total family share may exceed 40% of the monthly adjusted gross household income. The total family share is the sum of the tenant rent and the tenant responsible UA.

Chapter 10: Housing Quality Standards

10.1 Overview

The goal of the housing choice voucher program is to provide “decent, safe and sanitary” housing at an affordable cost to low-income families. To accomplish this, program regulations set forth basic housing quality standards (HQS) which all units must meet before assistance can be paid on behalf of a family and at least annually throughout the term of the assisted tenancy. HQS defines “standard housing” and establishes the minimum criteria necessary for the health and safety of program participants.

HQS regulations provide performance requirements and acceptability criteria to meet each performance requirement. HQS includes requirements for all housing types, including single and multi-family dwelling units, as well as specific requirements for special housing types such as manufactured homes, congregate housing, single room occupancy (SROs), shared housing and group residences (GRs).

10.2 Housing Quality Standards General Requirements

Initially, biennially, and at the request of the tenant or landlord, trained HQS inspectors must inspect HAP subsidized or proposed HAP subsidized units.

Inspections may be completed by LSA trained inspectors, IHCD staff, or IHCD HQS contractor. If an LSA owns an HCV property, the LSA cannot inspect their own property but may work with other trained inspectors in other IHCD LSA areas or contact IHCD directly for inspections of those properties.

HQS consists of the following thirteen (13) performance requirements:

- Sanitary facilities;
- Food preparation and refuse disposal;
- Space and security;
- Thermal environment;
- Illumination and electricity;
- Structure and materials;
- Interior air quality;
- Water supply;
- Lead-based paint;
- Access;
- Site and neighborhood;
- Sanitary condition; and
- Smoke Detectors and Carbon Monoxide Detectors when a unit has gas utilities.

Detailed policies and procedures are located in the [IHCDA Administrative Plan Chapter 8](#).

10.3 Housing Pro Inspections Module

It is a requirement that all inspections for new units as well as currently leased units be recorded in the Inspections Module of Housing Pro.

Prior to entering an inspection in housing pro, the tenant must first be entered into occupancy with proper address listed in the unit field for that tenant. The dashboard is an at a glance view of the status of all units under the HCV program with IHCDA, not by LSA. To filter the dashboard by agency, select the gear icon next to “No Filter Applied” and select an agency from the drop-down menu, once selected the dashboard will be filtered and only display the selected agency’s inspections.

The dashboard features a navigation bar with 'Dashboard', 'Inspections', 'Availability', and 'Requests'. On the right, there are links for 'Reports' and 'Settings'. The main content area is divided into several cards:

- 2033 Inspections to Create** (by Inspection Date): A table with columns for HQS, PH Unit, and PH Other. Rows include Requested (5), Overdue (13), and monthly counts from June to November.
- 220 Inspections to Schedule**: A summary of overdue and priority due inspections.
- 121 Inspections Scheduled**: A summary of inspections scheduled for various timeframes.
- 58 Inspections to Process**: A summary of paper and mobile inspections.
- 62 Inspections to Review**: A summary of outstanding repairs and end participations.

A 'Create New Inspection' button is located at the bottom of the 'Inspections to Create' card. The dashboard also includes a 'Last Refresh' timestamp and a footer with copyright information.

	HQS	PH Unit	PH Other
Requested	5 >	0	
Overdue	13 >	0	0
June	106 >	0	0
July	268 >	0	0
August	416 >	0	0
September	341 >	0	0
October	501 >	0	0
November	383 >	0	0

	HQS	PH Unit	PH Other
Paper	58 >	0	0
Mobile	0	0	

Outstanding Repairs	End Participations
Life Threatening	Inspections 31
Final Warning	
Overdue	

10.4 New Unit and Annual/Biennial Inspections

Dashboard | **Inspections** | Availability | Requests


2033

Inspections to Create

by Inspection Date

	HQS	PH Unit	PH Other
Requested	5 >	0	
Overdue	13 >	0	0
June	106 >	0	0
July	268 >	0	0
August	416 >	0	0
September	341 >	0	0
October	501 >	0	0
November	383 >	0	0

↻ Last Refresh: 6/19/2020 2:15:12 PM



Create New Inspection

Once you select new tenant, you will see a field that will allow you to search the unit and tenant. When using the search feature, be sure that the tenant as well as the unit address

match otherwise the record will not properly populate.

Be sure to select the inspection type the date the inspection is due and hit create.

For the purpose of this program, there are only three inspection types that HQS specialists will enter:

1. **New Unit-** A unit that is new to the tenant that will be residing in it. It may a unit that we have already inspected in the past for other tenants.
2. **Special (Interim)** – any inspection requested by the LSA, tenant or landlord for any reason.
3. **Biennial-** Inspections that are conducted on a biennial schedule for all units.

Note that after the initial new unit inspection: Each unit under HAP contract must be inspected within 24 months of the last full passed HQS inspection.

Create a single inspection by filling out the fields and press Create.

Checklist Type HQS PH

HQS INSPECTION ✕

Inspection Type

Due Date

Tenant

Unit

Owner

Create

*LSA Specialists will also see HQS Supervisory Inspections as an inspection type. These are entered in by IHCDA’s HQS supervisory contractor who samples the HQS inspectors passed inspections from the last 90 days to determine if the inspector is properly inspecting HUD funded units.

Once you enter the search criteria and select continue, you may get a notification that an unarchived inspection is already in the system for the tenant or that a new record has been

created.

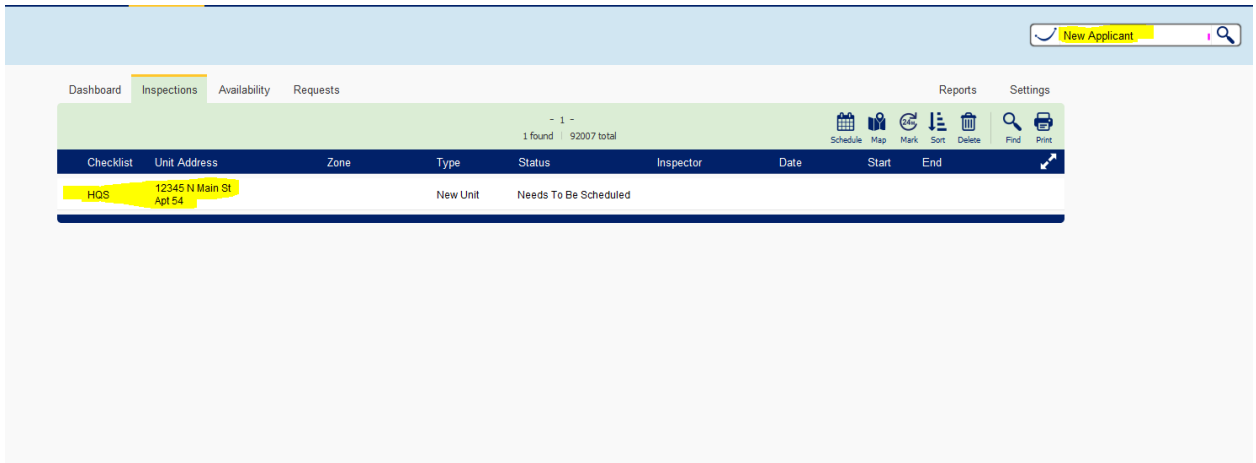
Example of tenant with unarchived record

The image shows a web interface for creating an inspection. At the top, it says "Create a single inspection by filling out the fields and press Create." Below this, there are radio buttons for "Checklist Type" with "HQS" selected and "PH" unselected. A section titled "HQS INSPECTION" with a close button (X) contains the following fields:

- Inspection Type: Annual (dropdown menu)
- Due Date: (calendar icon)
- Tenant: New T. Applicant (dropdown menu)
- Unit: 12345 N Main St Apt 54 Crawfordsville, IN 47933 (dropdown menu)
- Owner: Owner FAKE DO NOT USE McOwner (dropdown menu)

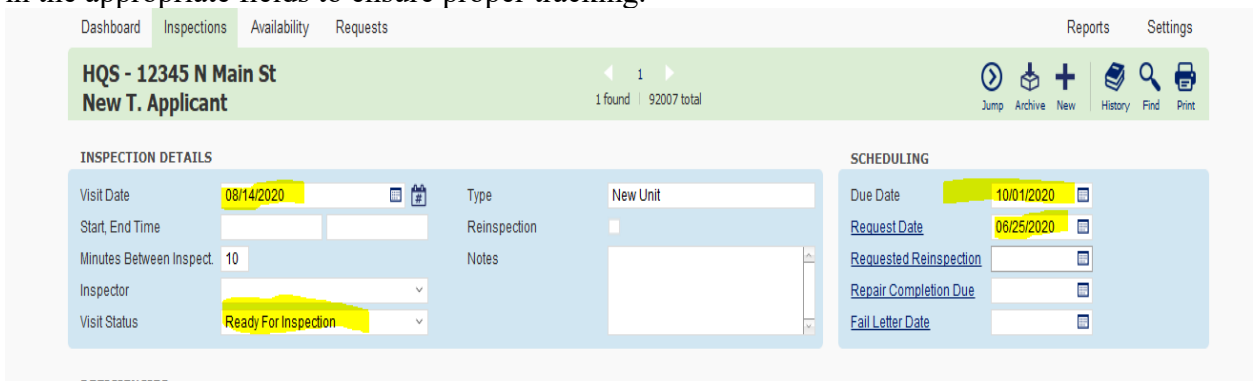
A green "Create" button is located at the bottom right of the form. Below the form, a "Warning" dialog box is displayed with the following text: "There is already an unarchived Inspection in the system for this Tenant. Click Continue to create the additional Inspection. This may result in duplicate Inspection Requests." The dialog box has "Continue" and "Cancel" buttons.

Do not make new inspection: Do the following below instead if you get a warning that the tenant already has an unarchived inspection, click the white X at the top right of the screen. This will take you back to your dashboard. From there, perform a search of the tenant record

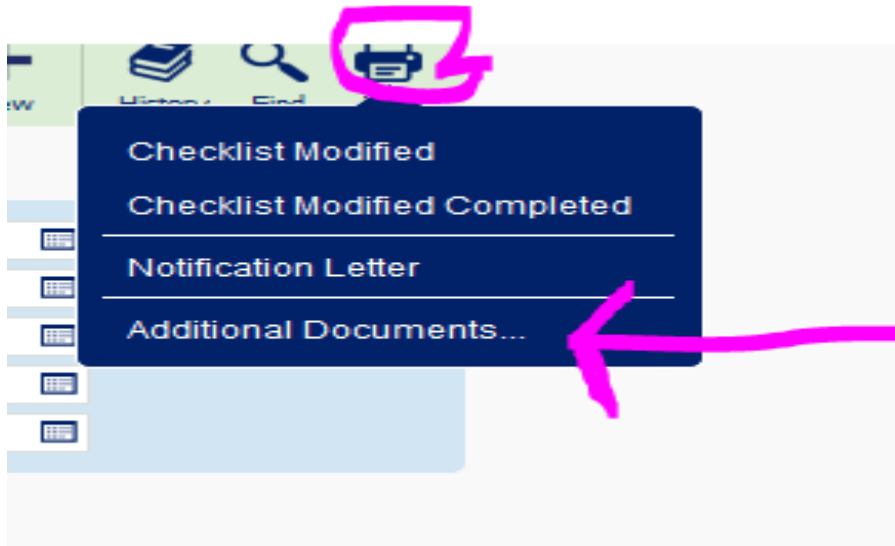


When you hover next to the HQS under checklist, a green arrow will appear. Clicking on this will take you into the tenant inspection record for the unit. In the new record, you will need to select the visit status, and the due dates. This will allow you to print notices of the inspection date to the tenant and the landlord.

When you change the unit from “Needs to be scheduled” to “Ready for Inspection” this will populate and track the inspection on your dashboard, allowing you to better track it. Be sure to enter the visit date, the due date, and the date you are requesting the inspection in the appropriate fields to ensure proper tracking.



Once these fields are all entered, select Print and additional documents to get the letters to notify the landlord/proposed landlord, and tenant of the inspection.



Once you select the letter type needed, a template will generate on the next screen. The address, tenant name, date, and date of inspection will populate. Items marked with << >> will prepopulate as well as the agency letter head and the printers credentials and contact information.

Name	VACANT New Unit Inspection	Letterhead	Selected Agency
Type	Letter (Printed or E-mailed as)	Print Format	Letter 0.5 Margin - Top Graphic
Recipient	Owner Contact	Days Due	
Letter Date	06/19/2020	AC Uploadable	X

Merge Field [Insert](#)

New Unit HQS Inspection Notification Letter (Vacant)

<<Today's Date>>

<<Owner Name>>
 <<Owner Address>>
 <<Owner CSZ>>

Under federal regulations, initial Housing Quality Standards (HQS) inspections are required to be conducted prior to an assisted family leasing the unit **with Housing Choice Voucher (HCV) assistance**. Additionally, IHCD requires the unit to pass the HQS inspection on or before the effective date of the Housing Assistance Payment (HAP) contract. Thereafter, assisted units must be inspected at least once a year. Inspection of the housing unit is scheduled as follows:

Date: <<Inspect Date>>

Time: <<10:30 am >>

Unit: <<Unit Address>>
 <<Unit CSZ>>

As the owner of the vacant unit, you or your selected representative (whom cannot be the assisted family) must be present at the inspection and for the duration of the inspection. If you or your representative cannot be present on the inspection date, you must call <<Inspector>> at <<PHA Phone>> and arrange for an alternative inspection date. Please note that the effective date of HCV

cc: <<Tenant Name>>
 <<Tenant Address>>
 <<Tenant CSZ>>



New Unit HQS Inspection Notification Letter (Vacant)

June 19, 2020

Owner FAKE DO NOT USE McOwner
54321 S Main St
Anywhere, USA 01234

Under federal regulations, initial Housing Quality Standards (HQS) inspections are required to be conducted prior to an assisted family leasing the unit **with Housing Choice Voucher (HCV) assistance**. Additionally, IHCD requires the unit to pass the HQS inspection on or before the effective date of the Housing Assistance Payment (HAP) contract. Thereafter, assisted units must be inspected at least once a year. Inspection of the housing unit is scheduled as follows:

Date: August 14, 2020

Time: <<10:30 am >>

Unit: 12345 N Main St Apt 54
Crawfordsville, IN 47933

As the owner of the vacant unit, you or your selected representative (whom cannot be the assisted family) must be present at the inspection and for the duration of the inspection. If you or your representative cannot be present on the inspection date, you must call at (317) 232-7788 and arrange for an alternative inspection date. Please note that the effective date of HCV assistance will not begin until after the unit has passed the HQS inspection and is approved.

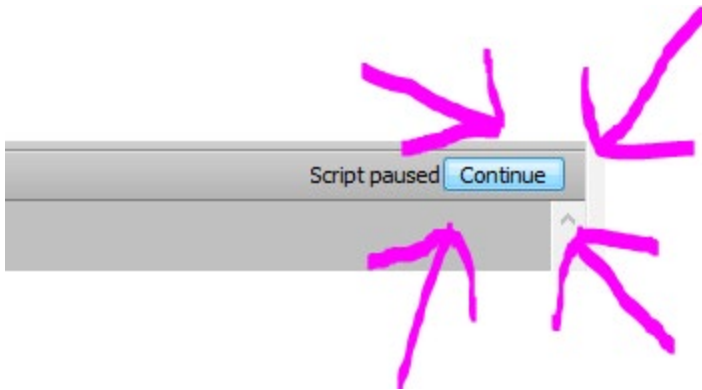
Thank You,

Carol Farzetta

cc: New T. Applicant
1234 Any Place
Indianapolis IN 46220-4810



To ensure the letter remains in the tenant record, you must hit continue from the preview screen.



Special Inspections

Special inspections are **required** any time a tenant, household member, landlord, property owner or IHCDA staff requests an inspection or reports that there is a potential HQS violation regardless of if it is tenant or landlord caused.

When an HCV specialist or any person with access to Housing Pro receives a complaint of an HQS violation, they must create a special inspection record in the inspection's module.

To request a special inspection, follow the steps above for a new unit or annual inspection but select special inspection as shown below.

Create a single inspection by filling out the fields and press Create.

Checklist Type HQS PH

HQS INSPECTION ✕

Inspection Type

Due Date

Tenant

Unit

Owner

Create

Search for the tenant

Create a single inspection by filling out the fields and press Create.

Checklist Type HQS PH

HQS INSPECTION ✕

Inspection Type

Due Date

Tenant

Unit

Owner

Tenant Lookup

Enter Search Criteria to lookup a Tenant

Select Create

Create a single inspection by filling out the fields and press Create.

Checklist Type HQS PH

HQS INSPECTION ✕

Inspection Type

Due Date

Tenant

Unit


Owner

Once the inspection is created, select the green carrot as shown below

ihcda IHODA

Dashboard **Inspections** Availability Requests Reports Settings

3 found 96337 total

Checklist	Unit Address	Zone	Type	Status	Inspector	Date	Start	End
 HQS	12345 N Main St Apt 54		Special	Needs To Be Scheduled				

Mark the unit as ready to be inspected. Add notes in this inspection record for the reason the special inspection is being requested. **Print the notice of inspection and send to all parties as required.**

Once the inspector inspects the unit for the item(s) reported for the special inspection, the inspector or designated staff will enter this information into Housing Pro noting their findings.

If there are no findings, the unit will be marked as passed.

If the unit fails, the visit status will be changed to fail in the deficiencies screen. The failed items will be noted and a letter of failed items will be printed.

On the scheduling screen the last inspection field will automatically be populated with the date the failed letter was sent. The due date field on the scheduling screen will also be automatically populated. The due date will be set based on the following criteria:

- **Life-threatening-** due date is 24 hours from the date of notice
- **Non-life-threatening-** due date is 30 calendar days from the date of notice

If there are only suggested deficiencies, mark the unit as passed in the visit status. After marking the unit as passed send the passed unit notice to the tenant and owner with comment regarding the suggested deficiencies.

***Note that in a special inspection, the inspector is only inspecting the item/items that are being requested and not a complete unit inspection unless it is obvious to the inspector in the process of their special inspection.**

I.E., inspector called for broken furnace, upon their inspection, the inspector notices that the unit has excessive debris that makes it difficult and unsafe to walk without tripping, a potential fire hazard, etc. Then the inspector would mark the unit as a "fail" for this item as well.

Follow the required policies for ensuring the unit is remediated appropriately, as required by policy.

The screenshot displays a software interface for managing property inspections. At the top, navigation tabs include Dashboard, Inspections (selected), Availability, and Requests. The main header identifies the unit as 'HQS - 12345 N Main St' and 'New T. Applicant', with a count of '2 found' out of '96337 total'. Utility icons for Jump, Archive, New, History, Find, and Print are visible.

INSPECTION DETAILS

- Visit Date: 03/30/2021
- Start, End Time: [Empty fields]
- Minutes Between Inspect.: 10
- Inspector: [Empty field]
- Visit Status: Failed
- Type: Special
- Reinspection: [Empty field]
- Notes: tenant called on 03/29/2021 noting that her lock to her front door has fallen out and that rain is coming in through the door.

SCHEDULING

- Due Date: 03/30/2021
- Request Date: 03/30/2021
- Requested Reinspection: 04/05/2021
- Repair Completion Due: 03/31/2021
- Fail Letter Date: 03/30/2021

DEFICIENCIES

#	Code	Section/Room	Location	Floor	Comments	Priority	Resp	Bill	Tenant	Approval Date	Inconclusive
1	1.4	Living Room	Right-Center	1	Front door is broken, does not lock, hole where lock should be, door frame is cracked with 3 in	Life Threatening	Owner	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

MOBILE INSPECTIONS

- Checked Out: [Empty field]
- Upload Date: [Empty field]
- Mobile Start Time: [Empty field]
- Mobile End Time: [Empty field]

PUBLIC HOUSING INSPECTIONS

- Housekeeping Notes: [Empty field]
- Tenant Instructions: [Empty field]

HQS INSPECTIONS

- Biennial Flag: X
- Next Inspect Due: 08/14/2022
- Last Passed HQS: 08/14/2020
- Last Inspected: 08/14/2020
- Lock In HQS Date: [Empty field]
- Lock In HQS Fee: [Empty field]
- Payments Held: [Empty field]

INSPECTION HISTORY

Status	Inspector	Date	Start	End	Reinspect

COMPLETION

- Date Closed: [Empty field]
- Non-Leasable:
- Archived:

If it is determined that the special inspection failed, in the current record, hit the PLUS and select NEW visit. This will link to the failed inspection and ensure that it shows on the dashboard for the agency to be followed up with.

Dashboard Inspections Availability Requests Reports Settings

HQS - 12345 N Main St
New T. Applicant

3 found 96338 total

Jump Archive New History Find Print

INSPECTION DETAILS

Visit Date: Type: Special
 Start, End Time: Reinspection: X
 Minutes Between Inspect: 10 Notes: tenant called on 03/29/2021 noting that her lock to her front door has fallen out and that rain is coming in through the door.
 Inspector: Visit Status: Needs To Be Scheduled

SCHEDULING

Due Date: 03/30/2021
 Request Date: 03/30/2021
 Requested Reinspection: 04/05/2021
 Repair Completion Due: 03/31/2021
 Fail Letter Date: 03/30/2021

DEFICIENCIES

#	Code	Section/Room	Location	Floor	Comments	Priority	Resp	Bill To	Tenant	Approval Date	Incomplete
1	1.4	Living Room	Right-Center	1	Front door is broken, does not lock, hole where lock should be, door frame is cracked with 3 in	Life Threatening	Owner	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

MOBILE INSPECTIONS

Checked Out:
 Upload Date:
 Mobile Start Time:
 Mobile End Time:

PUBLIC HOUSING INSPECTIONS

Housekeeping Notes:
 Tenant Instructions:

HQS INSPECTIONS

Biennial Flag: X
 Next Inspect Due: 08/14/2022
 Last Passed HQS: 08/14/2020
 Last Inspected: 08/14/2020
 Lock In HQS Date:
 Payments Held:

INSPECTION HISTORY

Status	Inspector	Date	Start	End	Reinspect
Failed		03/30/2021			<input type="checkbox"/>

COMPLETION

Date Closed:
 Non-Leasable:
 Archived:

If the unit passes the special inspection, in the “Needs to be scheduled record, enter the visit date

Change the Visit Status to Passed.

Once the visit status is marked to passed, the deficiency will also show as passed and the “date closed” will update.

Dashboard | **Inspections** | Availability | Requests | Reports | Settings

HQS - 12345 N Main St
New T. Applicant | 3 found | 96338 total

Jump | Archive | New | History | Find | Print

INSPECTION DETAILS

Visit Date: 03/30/2021 | Type: Special
 Start, End Time: | Reinspection: X
 Minutes Between Inspect: 10 | Notes: tenant called on 03/29/2021 noting that her lock to her front door has fallen out and that rain is coming in through the door.
 Inspector: | Visit Status: Passed

SCHEDULING

Due Date: 03/30/2021
 Request Date: 03/30/2021
 Requested Reinspection: 04/05/2021
 Repair Completion Due: 03/31/2021
 Fail Letter Date: 03/30/2021

DEFICIENCIES

#	Code	Section/Room	Location	Floor	Comments	Priority	Resp	Bill Tenant	Approval Date	Inconclusive
1	1.4	Living Room	Right-Center	1	Front door is broken, does not lock, hole where lock should be, door frame is cracked with 3 in	Life Threatening	Owner	<input type="checkbox"/>	03/30/2021	<input type="checkbox"/>

MOBILE INSPECTIONS

Checked Out: | Upload Date: | Mobile Start Time: | Mobile End Time: |

PUBLIC HOUSING INSPECTIONS

Housekeeping Notes: | Tenant Instructions: |

HQS INSPECTIONS

Biennial Flag: X
 Next Inspect Due: 08/14/2022
 Last Passed HQS: 08/14/2020
 Last Inspected: 08/14/2020
 Lock In HQS Date: |
 Payments Held: |

INSPECTION HISTORY

Status	Inspector	Date	Start	End	Reinspect
Failed		03/30/2021			<input type="checkbox"/>

COMPLETION

Date Closed: 03/30/2021
 Non-Leasable:
 Archived:

If you have life threatening and non-life-threatening items on the same inspection record, you will have to manually enter the life-threatening pass date and leave the record open until the non-life-threatening items are remediated, according to policy.

If the unit has not been remediated within 24 hours, the LSA must abate the unit for life threatening failed items.

In this case, the unit will be marked as failed again.

Dashboard **Inspections** Availability Requests Reports Settings

HQS - 12345 N Main St
New T. Applicant 3 found | 96339 total

INSPECTION DETAILS

Visit Date: 03/31/2021
 Start, End Time:
 Minutes Between Inspect: 10
 Inspector:
 Visit Status: **Failed**

Type: Special
 Reinspection: X
 Notes: tenant called on 03/29/2021 noting that her lock to her front door has fallen out and that rain is coming in through the door.

SCHEDULING

Due Date: 03/30/2021
 Request Date: 03/30/2021
 Requested Reinspection: 04/05/2021
 Repair Completion Due: 03/31/2021
 Fall Letter Date: 03/30/2021

DEFICIENCIES

#	Code	Section/Room	Location	Floor	Comments	Priority	Resp	Bill Tenant	Approval Date	Inconclusive
1	1.4	Living Room	Right-Center	1	Front door is broken, does not lock, hole where lock should be, door frame is cracked with 3 in	Life Threatening	Owner	<input type="checkbox"/>		<input type="checkbox"/>

MOBILE INSPECTIONS

Checked Out:
 Upload Date:
 Mobile Start Time:
 Mobile End Time:

PUBLIC HOUSING INSPECTIONS

Housekeeping Notes:
 Tenant Instructions:

HQS INSPECTIONS

Biennial Flag: X
 Next Inspect Due: 08/14/2022
 Last Passed HQS: 08/14/2020
 Last Inspected: 08/14/2020
 Lock In HQS Date:
 Lock In HQS Fee:
 Payments Held:

INSPECTION HISTORY

Status	Inspector	Date	Start	End	Reinspect
Failed		03/30/2021			<input type="checkbox"/>

COMPLETION

Date Closed:
 Non-Leasable:
 Archived:

In the inspection record, scroll down to the tenant and select the arrow next to the tenant name.

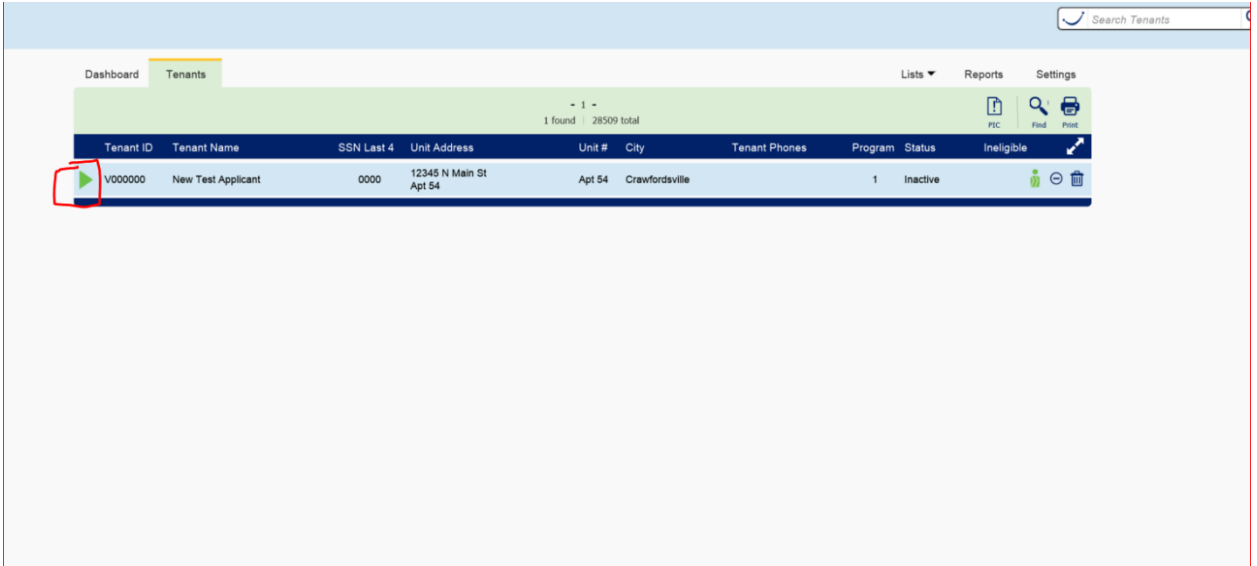
TENANT

Tenant: New T. Applicant **>**
 Tenant ID: V000000
 Tenant Phone:
 Program: 1
 Agency: IHGBA
 Caseworker: Jeff Zongolowicz, Housing Choice
 Reexam Date: 06/01/2022

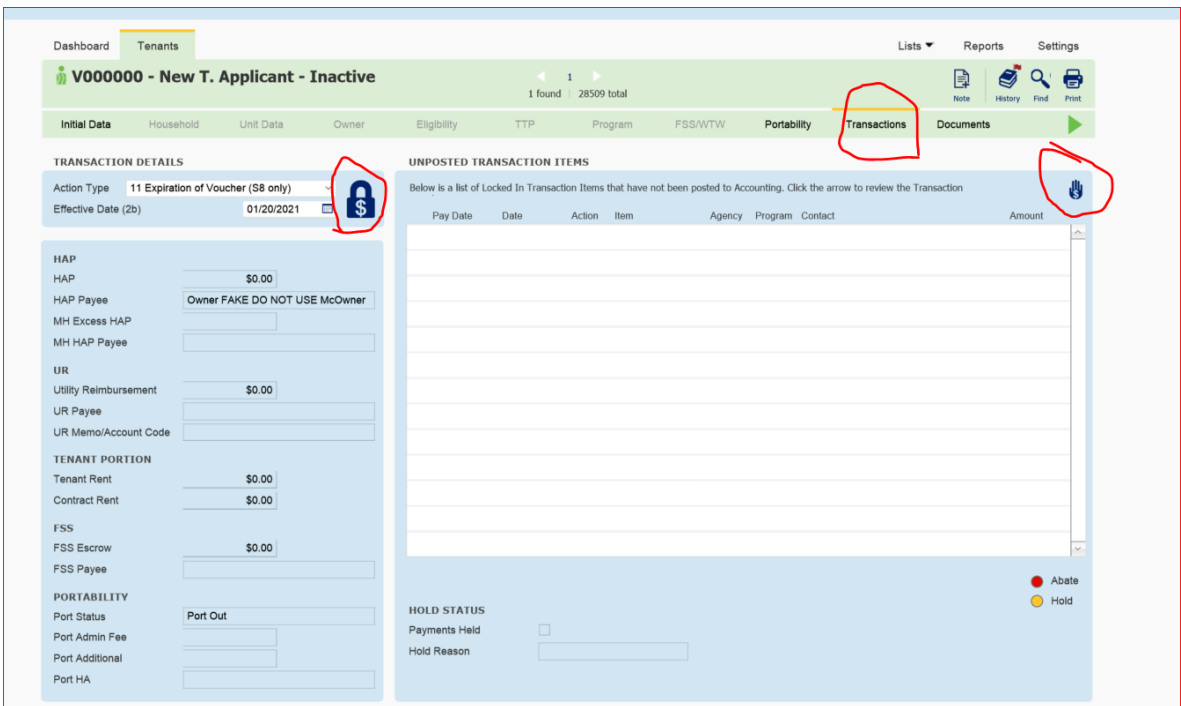
CONTACT

Owner: Owner FAKE DO NOT USE McOwner
 Owner Phone: Work: 5555555555
 Account #:
 Agent:
 Agent Phone:
 Account #:

This will transfer over to the occupancy module. Select the green arrow next to the tenant name. Be careful to ensure the unit date matches the unit date for the inspection.



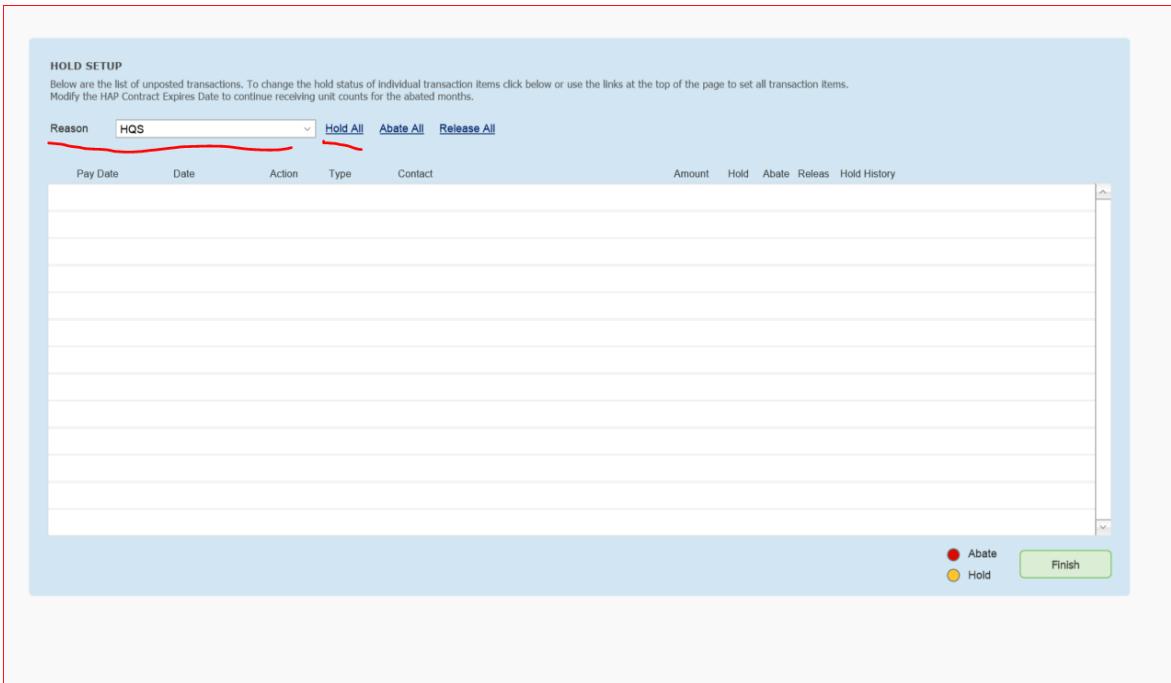
If the unit is not confirmed to have been remediated timely (24 hours, 30 days)
 Abate the unit
 To do this, go to the transaction screen, select the hand as circled below,



After you select the hand (Hold) option, the screen will progress to the transactions to be held or abated.
 Select the reason for the abatement as HQS then select hold per the financial analyst's request. Do not select Abate.

Once you select hold all, if the tenant has a utility reimbursement, be sure to remove the hold on those. Tenants still receive their utility reimbursements during an abatement period.

Please be sure to notify the financial analyst regarding the abatement via email at Civy@ihcda.in.gov. Note the unit is in abatement in the notes section for this record as well and be sure that you follow the proper procedures and policy on issuance of mover voucher, termination, etc. If the unit is remediated, you can remove the abatement and mark the unit as passed in the inspection module as indicated in the prior steps.



Please be sure to document any and all requests of HQS violations in the tenant record and in the inspection module. If someone else in your agency is responsible for logging inspections, be certain to note the inspection complaint for a special inspections request in the notes. If there is no record of an inspection being conducted timely, contact the quality assurance analyst at IHCD A to advise.

10.5 Abatement of HAP

HAP is abated for units that are in noncompliance with HQS (see HQS Chapter). Below are instructions for how to put a unit in abatement:

24-Hour Fix – Life Threatening HQS Failure

- Enter the inspection into the Inspections module.
- Schedule the re-inspection in the Inspections module.
- Print the failed **24-Hour Fix – HQS Fail Letter – Owner** and send to the owner:

Letter Template Selection

Name: 24 Hour Fix - HQS Fail Letter - Owner Letterhead: Selected Agency

Type: Letter (Printed or E-mailed as) Print Format: Letter 0.5 Margin - Top Graphic

Recipient: Owner Contact Days Due: []

Letter Date: 02/06/2020 AC Uploadable: X

Merge Field: [] Insert

Body

24 Hour Remediation/Correction - HQS Fail Letter to Owner

<<Letter Date>>

<<Owner Mailing>>

Dear <<Owner Salutation>>:

On <<Failed Date>>, this office conducted a Housing Quality Standard (HQS) inspection of your dwelling unit at <<Unit Address>>, <<Unit CSZ>>. We have determined that the following **life-threatening** item (s) must be corrected to place the unit in HQS compliance with the Housing Choice Voucher (HCV) program. You were notified of these HQS failures during the unit inspection on <<Failed Date>>.

The items listed as **life-threatening** must be remediated within 24 hours of the date of inspection when they were discovered on <<Failed Date>>. Any other items not labeled as life-threatening may be corrected by a re-inspection date scheduled for a later time.

<<Repairs>>

For HQS failures that are the responsibility of the owner:

If the above listed deficiencies are not corrected within 24 hours of <<Failed Date>>, HAP will be abated the first of the month following this date, and the HAP Contract will be terminated at that time.

Footer

Spelling Save Continue

Print the **24-Hour Fix – HQS Fail Letter – Tenant** and send to the tenant:

Housing Pro File Edit Records

Letter Template Selection

Name: 24 Hour Fix - HQS Fail Letter - Tenant Letterhead: Selected Agency

Type: Letter (Printed or E-mailed as) Print Format: Letter 1.0 Margin - Top & Bottom

Recipient: Tenant Days Due: []

Letter Date: 02/06/2020 AC Uploadable: X

Merge Field: [] Insert

Body

24 Hour Remediation/Correction - HQS Fail Letter to Tenant

<<Letter Date>>

<<Tenant Mailing>>

Dear <<Tenant Salutation>>:

On <<Failed Date>>, this office conducted a Housing Quality Standard (HQS) inspection of your dwelling unit at <<Unit Address>>, <<Unit CSZ>>. We have determined that the following **life-threatening** item (s) must be corrected to place the unit in HQS compliance with the Housing Choice Voucher (HCV) program. You were notified of these HQS failures during the unit inspection on <<Failed Date>>.

The items listed as **life-threatening** must be remediated within 24 hours of the date of inspection when they were discovered on <<Failed Date>>. Any other items not labeled as life-threatening may be corrected by a re-inspection date scheduled for a later time.

<<Repairs>>

For HQS failures that are the responsibility of the owner:

If the above listed deficiencies are not corrected within 24 hours of <<Failed Date>>, HAP will be abated the first of the month following this date, and the HAP Contract will be terminated at that time.

Footer

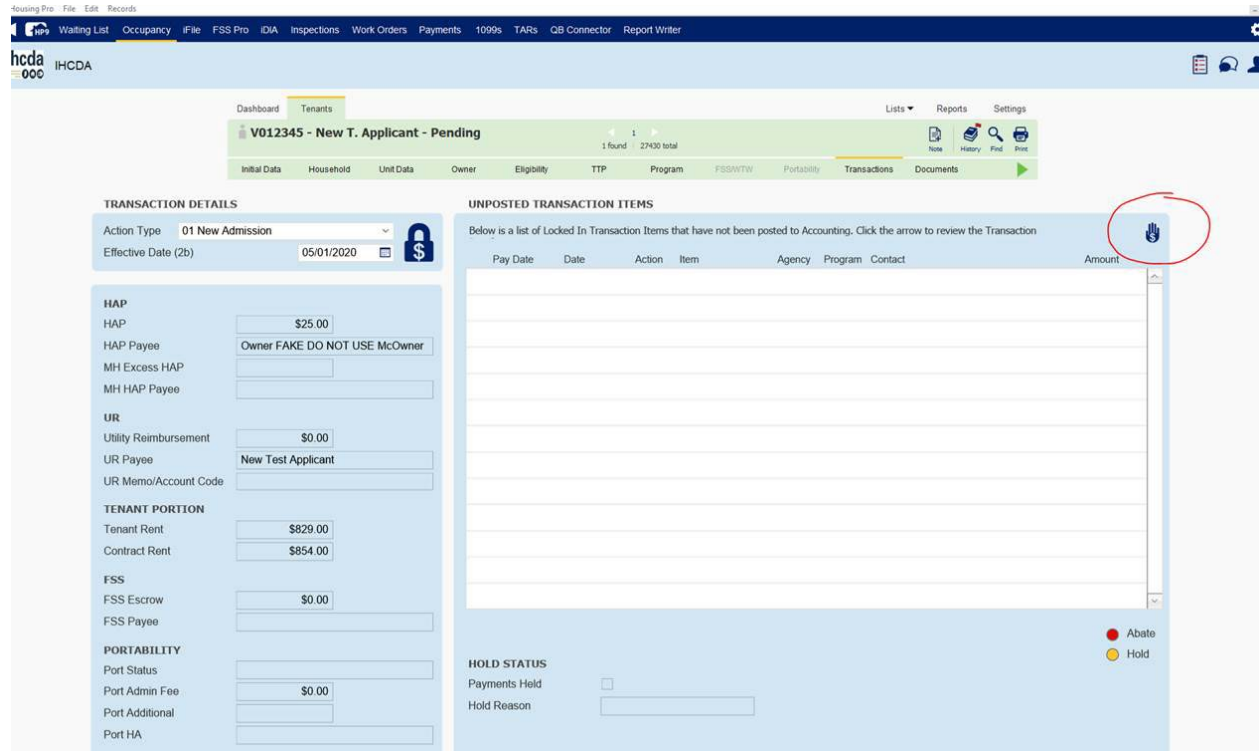
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Contact the owner by phone if he/she was not notified at the inspection of the 24-hour fix and that the life-threatening failure(s) must be fixed within 24 hours of the **date of the inspection notice** and provide the re-inspection date to the owner (no more than 5 business days following the 24-hour period).

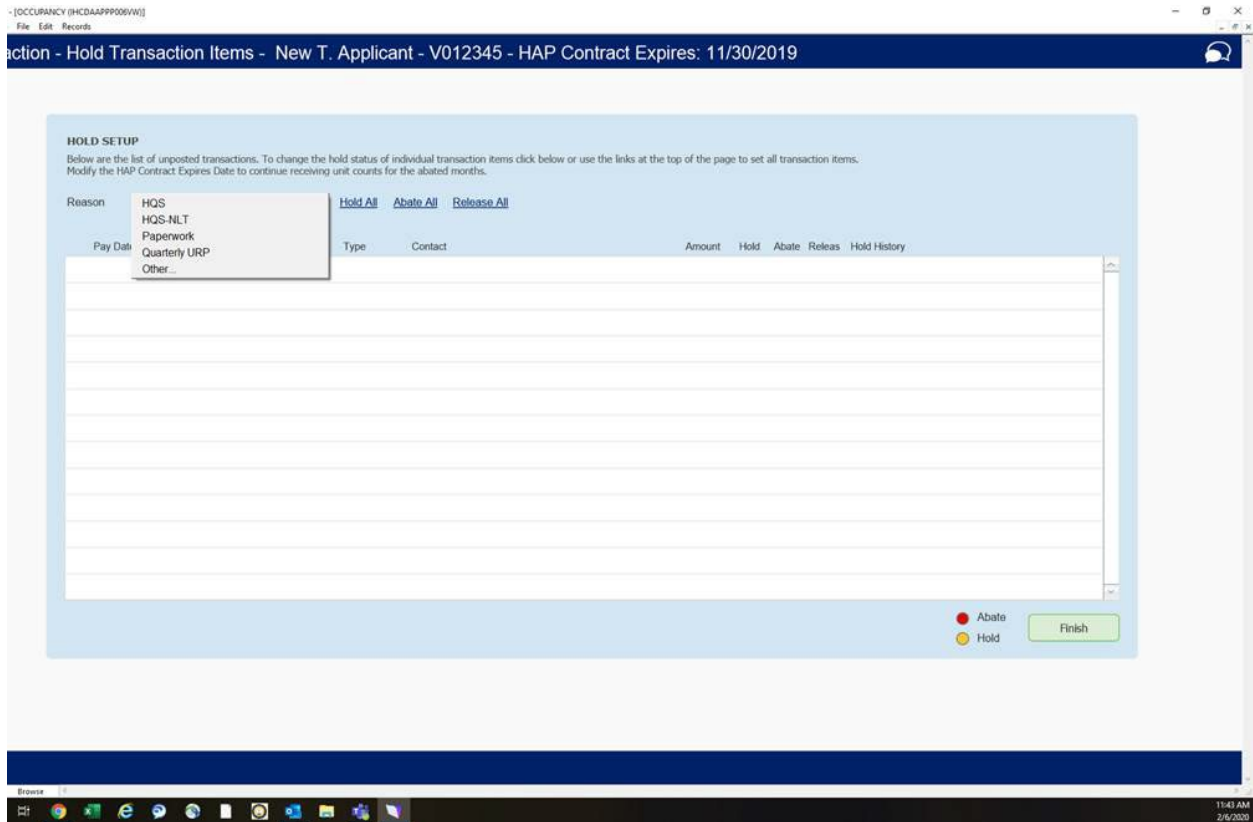
Create a task in Housing Pro for yourself or use another calendar reminder to put the unit in abatement for the first of the month following the re-inspection date if it results in any failures

for the life-threatening item(s).

Put the unit in abatement for the first of the month following the re-inspection if the life-threatening issues were not addressed by clicking the Hand icon and clicking on Hold on the drop-down that appears:



Then, the Hold Setup screen will appear. From this screen, choose HQS for the reason and click on Abate All. Then, click the Finish button at the bottom.



You will see that there is a red button next to all the Unposted Transaction Items now. This indicates that the HAP will not process with the upcoming HAP run:

UNPOSTED TRANSACTION ITEMS

Below is a list of Locked In Transaction Items that have not been posted to Accounting. Click the arrow to review the Transaction

Pay Date	Date	Action	Item	Agency	Program	Contact	Amount
03/01/2020	03/01/2020	02	HAP	2	1	Hand Lakeside Gardens, LLC	\$491.00
04/01/2020	04/01/2020	02	HAP	2	1	Hand Lakeside Gardens, LLC	\$491.00
05/01/2020	05/01/2020	02	HAP	2	1	Hand Lakeside Gardens, LLC	\$491.00

Next, you will add a note in the Occupancy file in Notes to state why the unit was put into abatement.

Non-Life Threatening HQS Failures:

Enter the inspection into the Inspections module.

Schedule the re-inspection in the Inspections module.

Print the failed **HQS Fail Letter – Owner** and send to the owner:

Name	HQS Fail Letter - Owner	Letterhead	Selected Agency
Type	Letter (Printed or E-mailed as)	Print Format	Letter 1.0 Margin - Top & Bottom
Recipient	Owner Contact	Days Due	
Letter Date	02/06/2020	AC Uploadable	X

Merge Field [Insert](#)

Body

HQS Fail Letter to Owner

<<Letter Date>>

<<Owner Mailing>>

Dear <<Owner Salutation>>:

On <<Failed Date>>, this office conducted a Housing Quality Standard (HQS) inspection of your dwelling unit at <<Unit Address>>, <<Unit CSZ>>. We have determined that the following items must be corrected to place the unit in HQS compliance with the Housing Choice Voucher (HCV) program.

The items to be corrected are:

<<Repairs>>

For HQS failures that are the responsibility of the owner:

If the above listed deficiencies are not corrected within 30 days of <<Failed Date>>, HAP will be abated the first of the month 30 days following this date, and the HAP Contract will be terminated at that time.

For HQS failures that are the responsibility of the tenant:

Failure to correct HQS violations will result in voucher termination.

Footer

Spelling Save Continue

Print the **HQS Fail Letter – Tenant** and send to the tenant:

Name	HQS Fail Letter - Tenant	Letterhead	Selected Agency
Type	Letter (Printed or E-mailed as)	Print Format	Letter 1.0 Margin - Top & Bottom
Recipient	Tenant	Days Due	
Letter Date	02/06/2020	AC Uploadable	X

Merge Field [Insert](#)

Body

HQS Fail Letter to Tenant

<<Letter Date>>

<<Tenant Mailing>>

Dear <<Tenant Salutation>>:

On <<Failed Date>>, this office conducted a Housing Quality Standard (HQS) inspection of your dwelling unit at <<Unit Address>>, <<Unit CSZ>>. We have determined that the following items must be corrected to place the unit in HQS compliance with the Housing Choice Voucher (HCV) program.

The items to be corrected are:

<<Repairs>>

For HQS failures that are the responsibility of the owner:

If the above listed deficiencies are not corrected within 30 days of <<Failed Date>>, HAP will be abated the first of the month 30 days following this date, and the HAP Contract will be terminated at that time.

For HQS failures that are the responsibility of the tenant:

Failure to correct HQS violations will result in voucher termination.

Footer

Spelling Save Continue

If the unit does not pass at the re-inspection, then send the **Abatement Letter (for 2nd Inspection Fails Only)** and send to the owner and tenant:

Name	Abatement Letter (for 2nd Inspection)	Letterhead	Selected Agency
Type	Letter (Printed or E-mailed as)	Print Format	Letter 0.5 Margin - Top Graphic
Recipient	Owner Contact	Days Due	
Letter Date	02/06/2020	AC Uploadable	X

Merge Field		Insert
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Body

Abatement of Housing Assistance Payment (HAP) and HAP Contract

<<Today's Date>>
 <<Owner Name>>
 <<Owner Address>>
 <<Owner CSZ>>

RE: Abatement of Housing Assistance Payment (HAP) and HAP Contract
 Unit Address: <<Unit Address>>, <<Unit CSZ>>

Dear <<Owner Name>>:

<<PHA Name>> recently completed a Housing Quality Standards (HQS) Inspection of the unit listed above, and you were notified of the repairs that were required as a result. You were also notified that failure to comply with those requirements by <<Requested Reinspection Date>> would be considered a breach of the HAP Contract, and that <<PHA Name>> may exercise its right to terminate HAP to the owner up to the maximum abatement period of 90 days if HQS failures are not corrected before then.

If HQS failures are not corrected within the 90 day abatement period, the HAP Contract will be terminated.

Please be advised that as a result of your failure to correct the deficiencies, all HAP payments to you in relation to the unit in question will be abated on the first of the month following <<Last Day of This Month>>. Payments will not be restored unless all of the requirements are met and the unit is re-inspected and deemed to be in compliance with HQS by <<Last Day of This Month>>. Failure to comply will lead to termination of the HAP Contract.

Footer

cc <<Tenant Name>>
 <<Unit Address>>
 <<Unit CSZ>>

Spelling Save Continue

If the unit does not pass inspection due at a 3rd inspection and prior to the deadline in the letter above (which would be the first of the month after the last day of the month that the letter is dated), **then put the unit in abatement per steps 6-10 in Life-Threatening Fails.**

If a unit passes inspection after being put in abatement, do one of the following two things:

If a unit passes prior to the abatement period beginning but after you have put the unit in abatement in Housing Pro and prior to the HAP Run, then you can release the abatement by: Clicking on the Hand in Unposted Transaction Items and clicking Hold.

Once the Hold Setup screen appears, then click on the Release All link and click the Finish button.

Check that the Unposted Transaction screen shows the payments without a yellow or red button next to them. This means that the HAP will pay out with the upcoming HAP Run.

OR -

If the unit passes after the abatement period has begun or after the HAP Run has occurred, then you need to follow the steps below:

Contact IHCDA to remove the abatement.

IHCDA will then create an accounting adjustment to pay the owner a prorated HAP from the date that the unit passed through the end of the period that was abated.

Chapter 11: HAP Contract

11.1 Purpose and Contents of the HAP Contract

The HAP Contract (HUD-52641) exists to establish the legal rights and responsibilities of the owner and the public housing authority (PHA) so that an enforceable agreement exists between the two. Once the owner and the PHA sign the HAP Contract, each is bound to uphold its respective part of the agreement to ensure that HAP is paid for qualified HCV expenses per HUD and the PHA.

Contents of the HAP Contract

The HAP Contract consists of three parts:

Part A: Contract Information

- This is the part of the contract that is signed by both the owner and the PHA.
- It includes the following:
 - Names of all household members on the voucher
 - Unit address on lease
 - Start and end date of lease
 - Monthly HAP amount to be paid to the owner
 - List of the unit's utilities and appliances with a designation of either household or owner to denote which provides and pays for each item

Part B: Body of Contract

- This is the part of the contract directed to the owner that provides an explanation of the owner responsibilities, which covers:
 - Required contents for the lease between the owner and the tenant
 - Housing Quality Standards (HQS) compliance
 - Terms for termination of the HAP Contract
 - Requirements for rent reasonableness, security deposits, and charges for items other than the contract rent (the total rent due each month per the lease)
 - Remedies for late payment of HAP
 - Remedies for overpayment of HAP
 - PHA and HUD access to owner documentation pertinent to the HAP Contract
 - PHA and HUD access to the unit
 - Definition of conflicts of interest
 - Prohibition of discrimination against protected classes of people

Part C: Tenancy Addendum

Even though the HAP Contract is an agreement between the owner and the PHA, this is the part of the contract that lists tenant obligations and protections that must be abided by. The household has the right to enforce the Tenancy Addendum against the owner. The household and owner obligations are as follows:

Household Obligations

- The household must comply with the lease it has with the owner.

- The household must reside in the unit during the lease term.
- The household must not sublease the unit.
- The household must not transfer the lease of the unit.
- The household must abide by HQS requirements.

Owner Obligations

- The owner must not collect any additional rent beyond the contract rent (the monthly rent listed on the lease) from the household or the PHA.
- The owner must not raise the rent during the initial term of the lease.
- The owner must notify the PHA of any changes to the amount of contract rent at least 60 days before such changes go into effect.
- The PHA must determine that the rent is reasonable (see Chapter 5) for any rent increases.
- The owner must not charge the household more for the contract rent than it charges for unassisted families for similar units it owns.
- The owner must not charge the household for items that are customarily included in rent.
- The owner must not collect or demand from the household any portion of rent that is covered by the HAP.
- The owner must enforce the lease with the assisted household in the same way it enforces the lease with unassisted households.
- The owner must only evict the household by a court action.
- The owner must not discriminate against any person because of protected class such as race, color, religion, sex, national origin, age, familial status, or disability.
- The owner must allow a household containing a member with a disability to make a reasonable modification to the unit, at the expense of the household, that would allow the household to reside in that unit.
- The owner must not construe actual or threatened domestic violence, dating violence, or stalking to be a serious or repeated violation of the lease or to be “good cause” for termination of the lease or eviction.
- **If the HAP Contract terminates for any reason, the lease terminates automatically.**

11.2 When to Terminate an Existing HAP Contract

An existing HAP Contract should be terminated for the first of the month following the date in which any of the following scenarios occurs:

- A household is terminated from the HCV program
- A household moves out of the unit
- A household is legally evicted from the unit
- The sole member of the household dies
- The unit is in abatement due to HQS failure for more than 90 days
- Changes are made to the existing lease for household or owner responsibilities of utilities or appliances
- The owner who signed the HAP Contract dies and did not transfer the HAP

Contract prior to his or her death (as would be the case of the ownership of a property being willed to an estate or spouse)

- The owner sells the unit to a new owner and that owner does not agree in writing to abide by the existing HAP Contract

11.3 Owner Eligibility

All owners are eligible, except if:

- The owner is the immediate family member of any member of the household on the voucher; this means, the owner cannot be the parent, child, grandparent, grandchild, sister, or brother of any household member.
- The PHA has been notified by HUD or another party that the owner is debarred, suspended, or subject to a limited denial of participation
- The PHA has been notified by HUD that the federal government has instituted an administrative or judicial action against the owner for a violation of the Fair Housing Act or other federal equal opportunity requirements or that such the violation has been determined by a court or administrative authority
- The owner is a present or former member or officer of the PHA, except as a participant commissioner, such as a member of the Resident Advisory Board
- The owner is an employee of the PHA or any contractor, subcontractor, or agent of the PHA that creates policy or influences program decisions
- The owner is a public official, member of a governing body, or state or local legislator who has responsibilities related to the program
- The owner is a member of the U.S. Congress

11.4 Owner and Management Documentation

When an Owner is to be Paid

- The following documents must be obtained and kept on file when the owner wants to be paid HAP:
 - Certificate of Ownership
 - In case of a change of ownership, an official document showing the date that the new ownership is to be effective, such as:
 - A purchase agreement
 - A deed
 - A will and a death certificate
 - W-9 for owner

When a Management Company is to be Paid

- The following documents must be obtained and kept on file when the owner wants the management company to be paid HAP:
 - Certificate of Ownership with the owner listing the management company as the agent to accept payment on its behalf
 - In case of a change of ownership, an official document showing the date that the new ownership is to be effective, such as:

- A purchase agreement
- A deed
- A will and a death certificate
- W-9 for management company

11.5 Payment of HAP

Timely Payment of HAP

By paying HAP to owners when rent is due each month, we can ensure that households are not penalized by owners and that owners will want to accept vouchers.

All owners should be receiving HAP no later than the 5th of each month, whether that be in form of electronic funds transfer (EFT) or check.

Currently, IHCD receives a monthly deposit of HAP from HUD on the first business day of each month, at which point, two executives sign off on the payment of the monthly HAP so that it is sent by EFT (electronic funds transfer) to all LSAs. Once received, each LSA should be sending payment out no later than the 2nd business day of each month. If IHCD sends HAP to the LSAs later than the first business day of the month, then the LSAs are responsible for sending HAP no later than the following business day it is received by IHCD.

A HAP Contract can be signed no later than 60 days from its effective date, and back HAP will only be paid up to 60 days in arrears.

Penalties for Late Payment of HAP

For the first two calendar months of the initial HAP Contract, the PHA must not pay late fees charged by the owner due to late payment of HAP.

After the first two calendar months of the initial HAP Contract, the PHA must pay late fees charged by the owner due to late payment of HAP that is caused by agency error. These late fees are to be paid from the Admin Fee account or from other funds, not from HAP funds.

Payment of Underpaid HAP

If an owner is underpaid HAP due to PHA error, then the under-subsidy should be paid per the below policy. PHA errors include examples such as use of incorrect payment standard, income, allowances, etc., that are not due to false, omitted, or late reporting by the household.

The back HAP should be paid per the following policy:

- If the back HAP is confirmed as paid to the owner (per a payment summary or receipt), then the back HAP must be paid directly to the household.
- If the back HAP has not been paid to the owner, then the back HAP must be paid directly to the owner.

Recoupment of Overpaid HAP

If HAP is overpaid to an owner, the LSA must request the funds back from the owner in one of two ways:

- Recoup the funds from future outgoing HAP to the owner
- Require the funds be returned by check or EFT from the owner to the LSA

Anytime a recoupment is needed, this must be processed through Housing Pro for IHCDA's records. So, if you do not see the recoupment in the Unposted Transaction screen, please email IHCDA Financial Analyst to ensure that the recoupment is created. This recoupment will be taken from the LSA at the following HAP Run by deducting the amount of the recoupment from the scheduled EFT to the LSA for that month.

Chapter 12: Reexaminations

12.1 Overview

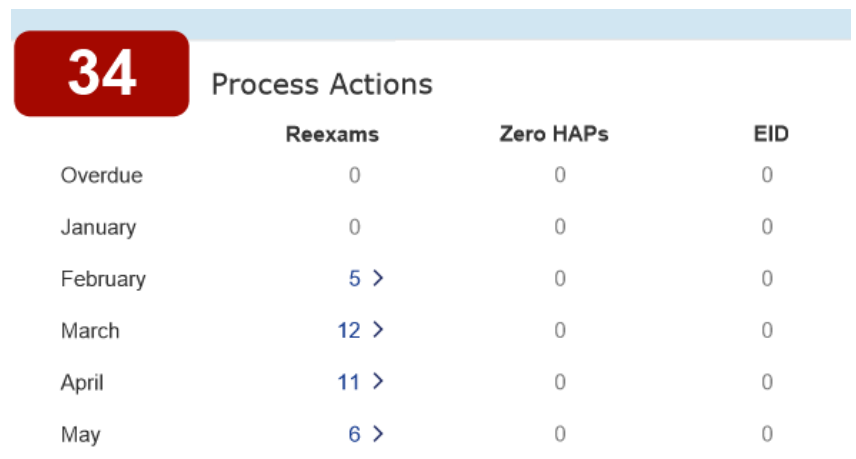
PHAs must reexamine the income and composition of HCV household *at least* annually. In accordance with policies set in the Administrative Plan, IHCDA also requires households to report interim changes in household income (e.g. new or decrease) or family circumstances as well (e.g. an addition or removal of a family member). A household’s failure to comply with IHCDA’s reexamination requirements is grounds for terminating housing assistance. [24 CFR 982.516]

12.2 Annual Reexaminations

Annual reexaminations are to be completed every 12 months coinciding with the renewal of the HAP contract. Annual reexaminations are also completed whenever a tenant moves units so that the annual reexamination date will align with the lease.

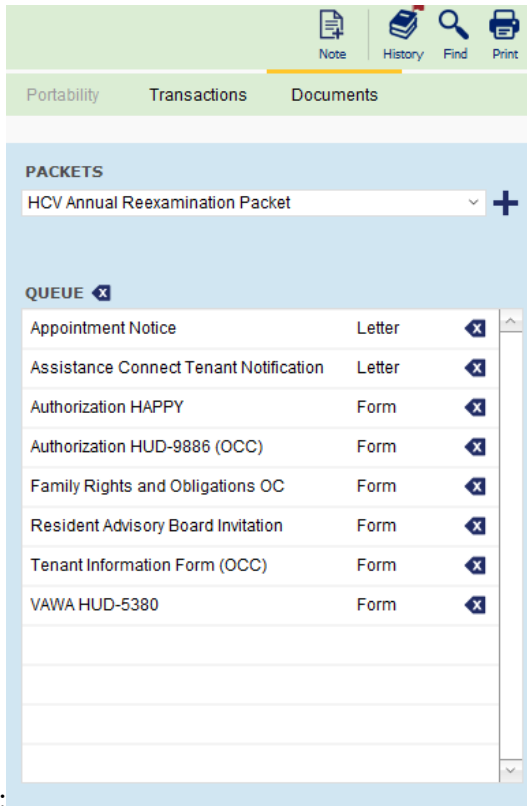
If a tenant is moving units at their annual, please refer to Chapter 13, Moves and Portability.

Annual reexaminations assigned to you are displayed on the occupancy dashboard within Housing Pro:

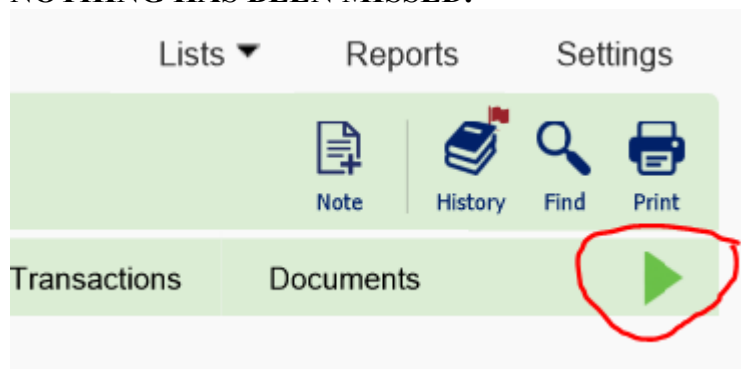


	Reexams	Zero HAPs	EID
Overdue	0	0	0
January	0	0	0
February	5 >	0	0
March	12 >	0	0
April	11 >	0	0
May	6 >	0	0

1. Annual Reexamination paperwork should be mailed to the tenant 120 days (must be at least 90 days) prior to the reexamination date. This allows ample time to receive verifications, process changes, receive any rent increase requests, and make any corrections. The complete packet can be found in Housing Pro under the Documents tab:



2. Once the completed packet is returned:
 - a. Review all forms to ensure they are complete and signed by the tenant.
 - b. Verify all income/asset/expense documentation is accurate
 - c. Go tab by tab and update all tenant information including income, assets, expenses, payment standard, and utility schedule.
 - d. **USE THE GREEN ARROW IN THE TOP RIGHT CORNER TO ENSURE NOTHING HAS BEEN MISSED.**



- e. Lock in Action 02: Annual Reexamination.
- f. Mail Notice of Action letters to tenant and landlord.
- g. **NOTE THE FILE.**

12.3 Annual Reexamination Searching

If the tenant has vacated their unit at the end of the lease and has not leased up in a new unit by the time of their annual reexamination, an Action 09: Annual Reexamination Searching will need to be processed. Follow the steps as above except there will be no unit data.

12.4 Interim Reexamination

Interim reexaminations (Action 03) are conducted when a change is reported in-between Annual Reexaminations. All interim examinations should take effect the beginning of the month after the change was reported unless it results in the tenant's rent portion increasing, in those cases it will go into effect the beginning of the following month.

12.4.1 Changes in Income

Decrease- When the family reports a decrease in income (i.e., loss of employment/reduction of hours, loss of child support, withholding on Social Security due to overpayment), verify the supporting documentation and apply any necessary changes under the eligibility tab. These changes go into effect the first of the month following the month it was reported. **If the change is reported after the HAP run is processed the additional HAP amount will be included in the following month's HAP.**

Increase- When the family reports an increase in income, these are typically not processed until the family's next Annual Reexamination except in the following circumstances:

Zero Income- Tenants claiming zero income should have their EIV pulled every 90 days, if income is found or reported, it will be added at the beginning of the month following a 30-day notice of the tenant's rent portion increasing.

New Household Member – If a new adult household member is added, adjusted income for that member will be added at the beginning of the month following a 30 day notice of the tenant's rent portion increasing.

12.4.2 Change in Household Composition

Families have the right to request changes in household composition, whether adding members (i.e., birth, marriage, adoption, etc.) or removing members (i.e., divorce, death, etc.). These requests should be submitted in writing with documentation.

Adding family members- Adding a member to the household requires the following documentation:

1. Social Security Card
2. Birth Certificate
3. Photo ID (for adults 18+)
4. Completed Declaration of 214 Status
5. HUD form 9886 (for adults 18+)
6. Income/Asset/Expense verifications (for adults 18+)
7. Criminal Background (for adults 18+)
8. EIV existing tenant report

Exception: Live-in Aides – Require an approved reasonable accommodation to be added. No income/asset/expense information is collected as it is excluded.

Once all the required documentation is acquired and the new household member is approved, they can be added with an Action 03: Interim Reexamination with an effective date based on whether the tenant portion increases or decreases.

If the change in household composition increases the voucher size, the change in payment standard will not increase until the household's next Annual Reexamination.

Removing family members- Removing household members is relatively easier by comparison. Typically, all that is needed is a request in writing from the Head of Household to remove the family member in question. In the event a family member is being removed to prevent termination, the LSA may request documentation of a separate residence being established to verify the family member has moved out.

IHCDA can remove family members without request for the following reasons:

1. A family member who is absent from the unit for 180 days.
2. Notification of loss of custody.
3. Notification of tenant death.
4. Notification of duplicate subsidy and documentation of residency from other subsidized housing administrator.

Change in Head of Household

If there is a change in the head of household, the Former Head SSN (3w) box needs to be completed on the Household tab in Occupancy. Failure to do so will generate a PIC error.

HOUSEHOLD DETAILS	
Total in Household (3t)	<input type="text" value="3"/>
Adult Count	<input type="text" value="1"/>
Youth Count	<input type="text" value="2"/>
Single-headed Household	<input checked="" type="checkbox"/>
Former Head SSN (3w)	<input type="text" value=""/>

If removing a family member will result in a decrease in voucher size, this change will typically be effective at the next annual reexamination. However, if a household fails to timely report (15 days) the removal of a household member, the change will be effective retroactively to the date the household member moved out.

Chapter 13: Moves and Portability

13.1 Overview

In the HCV program, moves with continued assistance may occur both inside and outside of a PHA's jurisdiction. An eligible family that has been issued a voucher can lease a qualifying unit anywhere in the United States as long as that location falls within the jurisdiction of a PHA that also administers tenant-based housing assistance. This is referred to as portability.

13.2 Differences Between Actions in Housing Pro

- New Admission (Action 1): used when an applicant family executes a lease/HAP contract.
- Annual Reexamination (Action 2) is used for two different events:
 - The family had decided to stay in their current unit, and it is time to update their information.
 - A participant family has moved to a different unit in IHCD jurisdiction and is entering into a new lease/HAP contract.
- Annual Reexamination Searching (Action 9): used when the family vacates their unit and is searching for a new one. This stops HAP payments for the old unit.
- Portability Move In (Action 4): A participant family has moved into a new unit in IHCD jurisdiction.
- Portability Move Out (Action 5): A participant family is searching for a unit outside of IHCD jurisdiction. This action also stops HAP payments for their current unit.

13.3 Moves

This is when a family wants to move to a different area within your jurisdiction. This can happen at the end of a lease, if a unit has failed HQS, or in the case of VAWA or another emergency situation. Please see [*link to admin plan*](#) for the full list.

- Issue the following documents to the family:
 - Voucher (expiration date 60 days from issuance)
 - RTA
- When the family locates a rent-reasonable, approved unit, and is ready for lease up, this will be processed in Housing Pro as an Action 2: Annual Reexamination. The next reexamination date needs to be updated at this time.
- If the family has plans to vacate their unit and search for a new one, process an Action 9: Annual Reexamination Searching for their move out date.

13.4 Transfers

This is when a family (either participant or new admission) wants to move to a different area within IHCD's jurisdiction.

- Initial LSA responsibilities

- If the family will be a new admission to the program, determine that they meet all eligibility requirements (income, background check, etc.). If the family is already a participant, proceed to Request for Portability/Transfer.
 - The family's information needs to be entered into their file in Housing Pro and their file must be complete before they can be transferred to another LSA.
 - Ensure that all initial paperwork and identity documents for the family have been uploaded to their file via iDIA. If you are unable to access iDIA, assemble the documents into a .pdf file and include this file in the email to the Portability Analyst. Do NOT mail physical copies of paperwork between agencies, as this can substantially delay the process.
- Issue the family a Request for Portability/Transfer form and ensure that it is filled out completely and correctly. You may have to explain what does and doesn't fall under IHCDA jurisdiction, the *MAP* can be a helpful tool to facilitate their decision.
- Email s8portability@ihcda.in.gov to facilitate the transfer. The Portability Analyst will review the family's file and documents before assigning the family to the new LSA in Housing Pro. The Portability Analyst will also send a notification to the receiving LSA via email to notify them of the incoming transfer.

Receiving LSA responsibilities

- Conduct the briefing with the family and issue the following documents:
 - Voucher (expiration date 60 days from issuance)
 - RTA
- Follow standard protocol with the family for the housing search.
- Upon lease-up, there are two options for locking in the appropriate action in Housing Pro:
 - If the family has been pulled from the waiting list, lock in an Action 1: New Admission upon lease up. The next reexamination date needs to be entered at this time.
 - If the family is already a participant, lock in an Action 2: Annual Reexamination upon lease up. The next reexamination date needs to be entered at this time.

13.5 Porting Out

This is when a client wishes to move out of IHCDA jurisdiction entirely. Families must meet eligibility requirements before they are allowed to port.

- Eligibility
 - Applicant Families may immediately port out IF they meet the following criteria:
 - The family was a resident in your jurisdiction at the time of their application to your waiting list, or
 - The family has an approved request for a reasonable accommodation.
 - The family must also meet income eligibility rules for the PHA where they intend to port.

- If the applicant family does not meet the criteria above, they must lease up within IHCDA jurisdiction for an initial 12-month period before becoming eligible to port (see *Transfers* if the family does not wish to stay within your jurisdiction).
 - Participant Families may port out if they meet the following criteria:
 - The family has been a resident in IHCDA jurisdiction for 12 months.
 - The family has not moved out of their currently assisted unit in violation of their lease, UNLESS
 - The participant family has claimed VAWA and has moved to maintain their health and/or safety, or
 - The participant family needs to move because of an emergency situation.
- Family Responsibilities
 - The family must determine the area where they would like to port. If there is more than one PHA serving that area, the LSA must provide contact information for the PHAs that serve that area so the family may select one.
 - If the family prefers to not select the PHA, they can request that the LSA select for them.
 - The family needs to contact the receiving PHA to ensure that they are filling out the Request for Portability form correctly. This form needs to be filled out in its entirety, including the specific contact to whom the packet needs to be directed.
 - Once their portability packet has been submitted to the receiving PHA, the family should promptly contact that agency and ensure that they comply with that agency's procedures for incoming families.
 - The family must submit an RTA before the expiration of the receiving PHA's voucher.
 - If the family is running out of time on their voucher and have not identified an acceptable unit in the new jurisdiction, it is their responsibility to contact IHCDA to request an extension.
- LSA Responsibilities
 - Advise the family of the PHA/PHAs that oversee the area they would like to port to and provide them with that agency's contact information.
 - Advise the family that there can be differences in policy between agencies that may affect their assistance, including (but not limited to):
 - Screening criteria
 - Subsidy standards
 - Payment standards
 - Utility allowances
 - Ensure that the family's annual reexamination is not due within 120 days of port. If their annual is due within that time frame, it must be completed and locked in before proceeding.
 - Issue the family a voucher (expiration date 120 days from issuance).

- Assemble the port packet and send it to the IHCDA Portability Analyst. The port packet must contain the following items:
 - Request for Portability Form, filled out completely and correctly.
 - Mutual Termination Agreement, if applicable
 - A signed copy of the voucher
 - Most recent 50058
 - EIV that corresponds to the financial data on the 50058. If the family is a new admission and EIV is not available, include documentation that supports the information on the 50058.
 - Confirmation of debts owed letter from IHCDA’s Financial Analyst. This can be obtained by emailing civy@ihcda.in.gov and must be included in the packet.
 - Identity documents for the family

Email the completed packet to s8portability@ihcda.in.gov

- Portability Analyst Responsibilities
 - The Portability Analyst will assess the packet and, if applicable, request corrections from the LSA.
 - The Portability Analyst will generate a 52665 (“Family Portability Information”) and add it to the packet before directing it to the receiving PHA.
 - The Portability Analyst will send confirmation to the LSA, note the client file, and upload a copy of the portability packet to iDIA.

13.6 Porting In

This is when a family (either participant or new admission) moves to IHCDA jurisdiction from another PHA.

- Differences between billing and absorbing:
 - Billing: when IHCDA plans to bill the initial PHA for the HAP plus administrative fees for the family. This can be viewed as a shared custody arrangement between agencies, in which the initial PHA pays for the family and the IHCDA ensures that the family is safely housed. This is indicated by (BILLING) in the Tenant ID field in Housing Pro.
 - Billing invoices are required to be sent to the initial PHA no later than 90 days after the expiration date on the original voucher. If this is submitted late, we are required by HUD to absorb the family.
 - Interim and annual reexaminations need to be reported to the Portability Analyst as soon as possible when we’re billing so a revised invoice can be sent to the initial PHA.
 - Absorbing: when IHCDA takes full responsibility for the family and pays the HAP without any assistance from the initial PHA. The Portability Analyst is required to notify the initial PHA when the family leases up so that the initial PHA can EOP the family from their jurisdiction and prevent a duplicate subsidy.
- Portability Analyst Responsibilities

- All incoming ports from non-IHCDA agencies are received by the Portability Analyst, who will assess the packet and ask the initial PHA for corrections, if necessary.
- Build the initial client file in Housing Pro and then assigns it to the correct LSA based on where the family would like to conduct their housing search.
- Notify the initial PHA that the packet has been received and provides contact information for the appropriate LSA to be shared with the family.
- Record and track due dates to ensure that billing information is submitted to the initial PHA in compliance with the HUD schedule.
- Lock in the family when they're ready to lease up and notify the initial PHA of billing or absorption.
- LSA Responsibilities
 - Contact the family as soon as possible to arrange their briefing. Follow standard briefing protocol and issue the following documents to the family:
 - Voucher: Using the voucher provided by the initial PHA, enter the issuance and expiration dates into Housing Pro. HUD requires that the receiving agency add 30 days to the expiration date of the initial voucher; this should be added as the "1st Extension." **Any extensions beyond those 30 days must be requested by the family from the initial PHA.**
 - RTA
 - When the family has found an acceptable unit and is ready for lease-up, notify the Portability Analyst that the family is ready for lock in (as a portability move in or a new admission).
 - If (BILLING) is in the Tenant ID, the Portability Analyst must be notified of any interim or annual reexaminations during the billing period to ensure invoicing is sent to the initial PHA.
- Family Responsibilities
 - Make and maintain contact with the LSA and abide by all policies set forth in the briefing.
 - Actively work to identify an acceptable unit and submit an RTA before the expiration date of their voucher.
 - If the family needs an extension to their voucher beyond the required 30 days added at their briefing, they must contact the initial PHA and request that an extended voucher and corresponding 52665 be sent to s8portability@ihcda.in.gov.

Chapter 14: Debts Owed & Repayment Agreements

14.1 Repayment Agreement v. Termination with Debt Owed

Interim Re-Examinations do not need to be done for households that have an increase in income that is reported to the PHA within 15 calendar days of the increase.

For households that do not report the income increase within 15 calendar days, then the family has breached the family rights and obligations and must repay any over-subsidy. For such households that are in violation, take one of the following actions:

- ➔ Offer a repayment agreement in lieu of termination for any household who meets **all** the following criteria:
 - Does not have another reason for termination other than the reason for the debt owed
 - Does not have an unpaid debt to IHCDA
 - The total debt owed is \$5,000 or less

-OR-

- ➔ Provide a 30-day notice of termination with a debt owed for any household who meets **any** of the following criteria:
 - Has another reason for termination other than the reason for the debt owed
 - Has an unpaid debt to IHCDA
 - The total debt owed is more than \$5,000

14.2 Determination of Debt Owed & Calculation of Repayment Agreement

Follow the steps below to determine the debt owed, calculate the repayment agreement, and notify the household:

1. Send a letter to the household that requires a response within 15 calendar days that includes the following:
 - The source(s) of the unreported income
 - How the unreported income was discovered
 - A request for third party documentation of the income for the period that was unreported
2. Open the household file in Housing Pro and go to the History Accounting page to determine if the household has an existing debt that has not been paid in full.
3. Once you receive the income documentation, you will need to process and print (but not lock in) all 50058 actions that were affected by the income increase, starting with the oldest 50058 up through the most recent 50058.

4. Then, you will use the before and after 50058 corrections to obtain the rent and utility reimbursements to add to the debt calculation worksheets to determine the debt owed.
5. Once the repayment worksheet (or debt calculation worksheet for terminations with debts owed) is completed, you will print from Housing Pro either the **Repayment Cover Letter** for repayment agreements or the **Debt Owed Letter Due to Unreported Income (For Participants Ineligible for Repayment Agreement)** from Housing Pro, depending on the case.
6. Next, you will scan the full repayment packet into a file to email to IHCDA Financial Analyst:
 - Cover Letter
 - Before 50058s
 - After 50058s
 - HUD Form 52675
 - Repayment Worksheet(s)
7. You will not send out the repayment agreement until you have received confirmation from Financial Analyst that the calculations are correct. If the Financial Analyst provides different calculations, you will need to use the updated calculations.
8. IHCDA Financial Analyst saves this in a repayment file at IHCDA.
9. If an income discrepancy still exists at the time the repayment calculation, then lock in an Interim with an effective date for the first of the month following the date of the repayment cover letter.
10. Mail the repayment packet to the household on the same day and attempt to reach them by phone or email at least once.
11. On the same day as sending the repayment packet, mail the owner and tenant the Notice of Action, showing any change in HAP and TR due to an Interim. **Make sure to contact the tenant by phone if the Notice of Action (for an Interim lock-in) will not likely reach the tenant prior to the first of the month when rent is due.**
12. Thirty days from the date of the repayment letter, contact IHCDA Financial Analyst (or other staff at IHCDA) to find out if the first payment was received by the deadline. See *Failure to enter into a Repayment Agreement under Guidebook Section 12.5*.

14.3 How to Process a Request for Change in Payment Amount & How to Process a Request for a Waiver for the Down Payment

Reducing Monthly Payment Amount at Initial Repayment Calculation

The IHCDA Admin Plan allows for monthly payment amounts to be reduced. When adding the household's monthly tenant share to the household's monthly payment on its repayment agreement, the total should not exceed 40% of the household's monthly adjusted income.

However, the following scenarios prohibit this from being possible:

- The household is \$0 income at the time that the repayment agreement is calculated
- The household pays 40% or more of its adjusted monthly income on its family share at the time that the repayment agreement is calculated

In cases where the monthly payment cannot be less than 40% of the monthly adjusted income, IHCDCA will review this at the time it completes the repayment worksheet with the caseworker to determine a reasonable monthly payment amount. The household size and total monthly adjusted income will determine the monthly payment amount. IHCDCA Financial Analyst will review such cases on an individual basis. To reduce the monthly payment, IHCDCA Financial Analyst can extend the number of months to repay the debt up to 60 months, and in cases of extreme need, can extend the number of months to repay the debt beyond 60 months.

Reducing Monthly Payment Amount after Initial Calculation

The IHCDCA Admin Plan allows for monthly payment amounts to be reduced. If the head of household contacts the LSA with concerns about its ability to make its monthly payment, the LSA will refer the caller to IHCDCA, who will then determine if the monthly payment amount can be reduced. The following policy is followed:

- IHCDCA reviews the household income at the most recent 50058 and confirms with the household that this is accurate and current.
- Once the household income is determined, IHCDCA Financial Analyst will enter the new household income information into a new repayment worksheet to determine if the current monthly payment amount (when combined with the current tenant rent) is 40% or less of the household's monthly adjusted income.
- If the tenant rent added to the payment amount exceeds 40% of the household's monthly adjusted income, then IHCDCA Financial Analyst will extend the number of months on the repayment agreement to reduce the monthly payment plus the tenant rent to the 40% maximum if possible.
- In cases where the 40% maximum is not possible (as noted above with \$0 income, etc.), IHCDCA Financial Analyst will determine a reasonable monthly payment amount and extend the number of months of the repayment to reduce the payment to that amount.

Reducing Monthly Payment Amount when Household Income Alone Does Not Show Need

The IHCDCA Admin Plan allows for monthly payment amounts to be reduced. There are scenarios where the household income alone does not show a need to reduce the monthly payment, but the household is experiencing a financial hardship.

A financial hardship could include unexpected medical or transportation expenses, etc. In this case, IHCDCA Financial Analyst requires that the head of household submit a Forbearance request form with documentation or a written breakdown of the hardship to the household. The Forbearance will allow for payments to be deferred or lowered for up to 6 months. Upon review, IHCDCA Financial Analyst will determine if the household is eligible for deferred or lower payments due to financial hardship.

Processing a Waiver of the Down Payment on the Repayment Agreement

The IHCDCA Admin Plan allows for a waiver to the down payment based on financial hardship. A financial hardship could include unexpected medical or transportation expenses, etc. In this case, IHCDCA Financial Analyst requires that the head of household submit details of the scenario in writing. Upon review, IHCDCA Financial Analyst will determine if the household is eligible for a waiver to the down payment due to financial hardship.

14.4 Delinquent Payments & Failure to Enter into Repayment Agreement

Delinquent Payments

IHCDA runs a monthly delinquency report to determine what payments have not been made by the 15th of the month. For those heads of household that are delinquent, the procedure to follow is:

1. IHCDA sends the head of household a delinquency notice, which requires that the missed payment be made within 15 calendar days of the notice.
2. If the missed payment is not made within 15 calendar days of the notice, then IHCDA requests that the LSA send a 30-day notice of termination due to default of repayment agreement.
3. If the head of household receives a third delinquency notice for unexcused late payments in a 12-month period, then IHCDA requests that the LSA send a 30-day notice of termination due to default of repayment agreement.

Failure to Enter into Repayment Agreement

The caseworker checks with IHCDA to determine if the first payment has been made within 30 calendar days of the repayment cover letter. If the first payment has not been received, the procedure then is for IHCDA to request that the LSA to send a 30-day notice of termination due to the default of repayment agreement. You will follow the termination process per Chapter 12 Of the IHCDA Administrative Plan. Please review

Chapter 15: Terminations

15.1 Overview

HUD requires IHCDA to terminate assistance for certain actions and inactions of the family and when the family no longer requires assistance due to increases in family income. HUD permits IHCDA to terminate assistance for certain other actions or inactions of the family. In addition, a family may decide to withdraw from the program and terminate their HCV assistance at any time by notifying IHCDA.

15.2 Reasons for Termination

There are numerous reasons for recommending a family for termination from the HCV program. Below is a list of some of the most common reasons for termination:

- A household member failed to sign and submit consent forms for obtaining information related to the disclosure and verification of social security numbers and income information either at all or within the additional 90 calendar days provided to disclose an SSN (if applicable) [24 CFR § 982.552(b)(3), 24 CFR Part 5 Subpart B, 24 CFR Part 5, Subpart F, 24 CFR § 5.218(c)(1), 24 CFR § 5.218(c)(3)]
- A household member has engaged in drug-related criminal activity or violent criminal activity or other criminal activity that threatened the health, safety, or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises [24 CFR § 982.551(l), 24 CFR § 982.552(c)(1)(xi)]
- Death of the sole family member [24 CFR § 982.311(d)]
- Expiration of initial voucher term or extensions of term [24 CFR § 982.303(a);(b)]
- Expiration of mover voucher term or extensions of term [24 CFR § 982.303(a);(b)]
- The family committed a serious or repeated violation of the lease [24 CFR § 982.551(e), 24 CFR § 982.552(b)(2), 24 CFR § 5.2005(c)(1)]
- The family currently owes rent or other amounts to the PHA or to another PHA in connection with Section 8 or public housing assistance under the 1937 Act [24 CFR § 982.552(c)(1)(v)]
- The family failed to notify the PHA and the owner before the family moves out of the unit or failed to terminate the lease on notice to the owner [24 CFR § 982.551(f)]
- The family failed to obtain PHA approval of the composition of the assisted family [24 CFR § 982.551(h)(2)]
- The family failed to promptly notify the PHA of a family member no longer residing in the unit [24 CFR § 982.551(h)(3)]
- The family failed to remedy an HQS Breach caused by the family [24 CFR § 982.551(c)]
- The family failed to supply any information requested by the PHA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income [24 CFR § 982.551(b)(2), 24 CFR § 982.552(a)(1)]
- The family violates any family obligations under the program (see § 982.551) [24 CFR § 982.552(c)(1)(ii)]
- The HAP contract terminates automatically 180 calendar days after the last housing assistance payment to the owner [24 CFR § 982.455]

A complete and detailed list of reasons can be found in the current IHCDA HCV

15.3 Considerations Before Terminating Assistance

The intent of the HCV program is to maintain housing for families. IHCD has the right to utilize discretion in termination cases where the violation may not be as clearly defined.

Evidence

For criminal activity, HUD permits IHCD to terminate assistance if a *preponderance of the evidence* indicates that a household member has engaged in the activity, regardless of whether the household member has been arrested or convicted [24 CFR 982.553(c)]. IHCD will use the concept of the preponderance of the evidence as the standard for making all termination decisions.

Preponderance of the evidence is defined as evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, evidence which as a whole shows that the fact sought to be proved is more probable than not.

Preponderance of the evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

Consideration of Circumstances [24 CFR 982.552(c)(2)(i)]

IHCD is permitted, but not required, to consider all relevant circumstances when determining whether a family's assistance should be terminated.

IHCD must consider the following facts and circumstances when making its decision to terminate assistance:

The seriousness of the case, especially with respect to how it would affect other residents' safety or property.

The effects that termination of assistance may have on other members of the family who were not involved in the action or failure to act.

The extent of participation or culpability of individual family members, including whether the culpable family member is a minor or a person with disabilities or (as discussed further in section 12-II.E) a victim of domestic violence, dating violence, sexual assault or stalking.

The length of time since the violation occurred, including the age of the individual at the time of the conduct, as well as the family's recent history and the likelihood of favorable conduct in the future.

In the case of program abuse, the dollar amount of the overpaid assistance and whether or not a false certification was signed by the family.

Reasonable Accommodation [24 CFR 982.552(c)(2)(iv)]

If the family includes a person with disabilities as defined by HUD's definition of a person with a disability, IHCD's decision to terminate the family's assistance is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

If a family indicates that the behavior of a family member with a disability is the reason for a

proposed termination of assistance, IHCD A may determine whether the behavior is related to the disability. If so, upon the family’s request, IHCD A may determine whether alternative measures are appropriate as a reasonable accommodation. IHCD A will only consider accommodations that can reasonably be expected to address the behavior that is the basis of the proposed termination of assistance.

If you are unsure that termination is warranted, you can always get a second opinion from your supervisor or contact the HCV Program Manager at IHCD A.

Alternatives to Termination

Change in Household Composition

As a condition of continued assistance, IHCD A may require that any household member who participated in or was responsible for an offense no longer resides in the unit [24 CFR 982.552(c)(2)(ii)].

As a condition of continued assistance, the head of household must certify that the culpable family member has vacated the unit and will not be permitted to visit or to stay as a guest in the assisted unit. The family must present evidence of the former family member’s current address upon IHCD A request. IHCD A may elect to conduct an inspection to verify the removed household member is no longer residing in the assisted unit.


Repayment of Family Debts

If a family owes amounts to IHCD A, as a condition of continued assistance, IHCD A will require the family to repay the full amount or to enter into a repayment agreement, within 30 calendar days of receiving notice from IHCD A of the amount owed.

15.4 Termination Process

Once it is decided that termination for the family is appropriate, proceed with processing through the following steps:

1. Enter an Action Type: 06 End Participation. The effective date should be the last day of the month in which assistance is being terminated.
2. Make sure on the “Transactions” tab that the Termination Date matches the effective date, and that the appropriate primary Termination Reason has been selected from the drop-down menu.



The screenshot displays a form titled "TERMINATION" with a light blue background. It contains two fields: "Termination Date" with the value "12/31/2022" and a calendar icon, and "Termination Reason" with the value "The HAP contract terminates".

3. Lock-in the EOP transaction.
4. Print the letter: Notification of Termination from IHCD A Housing Choice Voucher

Program & Informal Hearing Procedures. **Include all applicable reasons for termination with CFR references in the custom field.** This will lay the framework and issues to address should the family request a hearing.

5. Print the letter: Termination to Owner.
6. **Note the file.**

Chapter 16: Informal Hearings & Reviews

16.1 Overview of informal hearings and reviews

Families seeking admission to or already participating in the housing choice voucher program have the right to receive an informal review or hearing in most circumstances in which a LSA makes a decision affecting their eligibility or amount of assistance. The purpose of an informal review or hearing is to resolve applicant or participant disputes with the LSA without legal action and to correct LSA errors that might have occurred in the decision-making process. With the exception of decisions related to restrictions on non-citizens, an informal review is for program applicants and an informal hearing is for program participants. Decisions related to restrictions on assistance to non-citizens always require an informal hearing regardless of whether the family is an applicant or a participant. [Chapter 16](#) of the IHCDA Administrative Plan provides the policies on informal hearings and appeals.

16.2 Required Hearings and reviews vs. Not required Hearings and reviews

Informal Review is Required	Informal Hearing is Required
<ul style="list-style-type: none"> • Denying listing on the IHCDA waiting list • Denying listing on the IHCDA waiting list • Denying or withdrawing a voucher • Refusing to enter into a HAP contract or approve a lease <ul style="list-style-type: none"> • Refusing to process or provide assistance under portability procedures • Any decision on ineligible immigration status 	<ul style="list-style-type: none"> • A determination of the family’s annual or adjusted income, and the use of such income to compute the housing assistance payment • A determination of the appropriate utility allowance (if any) for tenant paid utilities from the PHA utility allowance schedule • A determination of the family unit size under the PHA’s subsidy standards • A determination to terminate assistance for a participant family because of the family’s actions or failure to act • A determination to terminate assistance because the participant has been absent from the assisted unit for longer than the maximum period permitted under PHA policy and HUD rules • A determination to terminate a family’s Family Self Sufficiency contract, withhold supportive

	<p>services, or propose forfeiture of the family's escrow account [24 CFR 984.303(i)]</p> <ul style="list-style-type: none"> • Any decision on ineligible immigration status
Informal Hearing is Required	Informal Hearing is NOT Required
<ul style="list-style-type: none"> • Discretionary administrative determinations by the PHA • General policy issues or class grievances • A determination of the family unit size under the IHCDA subsidy standards • A IHCDA determination not to approve an extension or suspension of a voucher term • A IHCDA determination not to grant approval of the tenancy • A IHCDA determination that the unit is not in compliance with the HQS • • A IHCDA determination that the unit is not in accordance with the HQS due to family size or composition 	<ul style="list-style-type: none"> • Discretionary administrative determinations by IHCDA • General policy issues or class grievances • Establishment of the IHCDA schedule of utility allowances for families in the program • A IHCDA determination not to approve an extension or suspension of a voucher term • A IHCDA determination not to approve a unit or tenancy • A IHCDA determination that a unit selected by the applicant is not in compliance with HQS • A IHCDA determination that the unit is not in accordance with HQS because of family size • A determination by IHCDA to exercise or not to exercise any right or remedy against an owner under a HAP contract

16.3 What to do when an active participant files an appeal

If an active participant files a request for informal hearing, and the appeal is filed timely, there are several steps the caseworker must take.

1. In housing pro, in the transaction screen in occupancy, ensure that any action that would terminate assistance is removed and the last action restored until all appeal rights are exhausted (including administrative review)
2. Add a note in the tenant file that an informal hearing has been requested.
3. Notify your agency's **trained** Hearing Officer of the appeal so that the informal review can be scheduled timely. If your hearing officer is the person who made the initial decision that is being appealed, secure another hearing officer from another IHCDA partner. **DO NOT CONDUCT THE HEARING ON CASES IN WHICH YOU**

PERSONALLY HAD A HAND IN DETERMINING THE ISSUE BEING APPEALED.

4. It is recommended, but not required, that if you are scheduling an informal hearing, to send the notice to the individual participant electronically and via USPS mail. If the participant has issues with receiving regular mail, or there is a known delay with mail in your area, we recommend sending the notice through a certified method that requires the participant to sign confirming delivery of the notice.
 5. Ensure the hearing is scheduled to occur at a location or in a method that ensures no undue hardship is provided to the participant. Ex. If your appellant is from an office that is not where the hearing officer is, ensure that the hearing is held at the office the participant uses for their regular HCV appointments.
 6. Ensure the person who made the decision in the matter, that the individual is appealing is the representative for the agency, providing evidence, offering their reason for taking the action and highlighting policy (s) that they used to support the decision under appeal.
 7. Once the hearing is scheduled, ensure the family is provided an opportunity to review the documents directly relevant to the hearing. IHEDA policy notes this can be done by having the family come into their local office and reviewing those documents. If the family or their representative requests copies of documents specific to the case, please ensure to refer to policy on cost that may be incurred for copies.
 8. Provide the hearing officer with any documents that are directly relevant to the matter prior to the hearing.
-

Exhibit A: Waitlist Opening Public Notice Draft

Header should be local agency letterhead with logo (if applicable)

To: Public
From: (LSA Name)
Date: May 11, 2023
Re: **Housing Choice Voucher Waiting List opens in _____ County(s)**

HOUSING CHOICE VOUCHER PROGRAM ACCEPTING APPLICATIONS FOR WAITING LIST

Effective **(Opening Date)**, **(LSA Name)** on behalf of the Indiana Housing and Community Development Authority (IHCDA) funded by the U.S. Department of Housing and Urban Development will open the Section 8 Housing Choice Voucher (HCV) Waiting List for **(List county(s) here)**. The Section 8 HCV program is available to income eligible individuals and families and exists to assist with rent payments to provide decent, affordable, sanitary, and safe housing for persons with low incomes. **The Section 8 HCV program is not emergency housing assistance and your waiting time for assistance may exceed 24 months.**

(LSA Acronym) will accept applications online only at the following website: **(Insert & Hyperlink URL Here)**.

The application portal will be available on **(Dates Available)** from **(Start Time EST)** to **(End Time EST)**. **Please note that you will be required to create a WaitListCheck account and have a valid e-mail address in order to submit an application. A link to free e-mail providers will be included on the website for your convenience.**

If you have a disability where a reasonable accommodation to allow you equal access to the application process may be needed, please contact **(LSA Acronym)** at **(LSA Phone Number)** to request an accommodation no later than **(Insert Date 15 Calendar Days Prior to Waiting List Opening)**. For assistance in another language, please call IHCDA at 317-232-7788 to schedule a phone call with an interpreter no later than **(Insert Date 15 Calendar Days Prior to Waiting List Opening)**.

Applicants are placed on the list in order of preference points, then by date and time of application. IHCDA has the following preference points:

- **Residency** - Applicant is a legal resident of, has been hired to work in, or currently works within the COUNTY they have applied to
- **Person residing in an institutional setting or at risk of being placed in an institutional setting** - An institutional or other segregated setting includes, but is not limited to: Congregate settings populated exclusively or primarily with individuals with disabilities; or congregate settings characterized by regimentation in daily activities, lack of privacy or autonomy, policies limiting visitors, or limits on individuals' ability to engage freely in community activities and to manage their own activities of daily living; or settings that provide for daytime activities primarily with other individuals with disabilities; or a person at risk of being placed in a setting defined above
- **Working Families** - Persons either attending a school/training program or working at least 20 hours per week; elderly status (age 62 and older), non-elderly disabled status (61 and under with disability), having a disabled family member (any age)
- **Elderly** – Applicant (Head, Spouse, Co-Head, Sole Member) is age 62 or older
- **Non-Elderly Family Member with Disability** – Non-elderly (61 years or younger) family, Head, Spouse, Co-Head, or sole member meets HUD's definition of disabled
- **Family Member with a Disability** – An individual who meets the HUD definition of a person with a disability
- **Youth Exiting Foster Care** - Youth that Indiana Department of Child Services has certified to be at least 18 years and not more than 24 years of age who have left foster care, or will leave foster care within 90 days and is homeless or is At Risk of Becoming Homeless

- **Child Welfare Involved Families** - A family that Indiana Department of Child Services has certified as a family for whom the lack of adequate housing is a primary factor in the placement of the family's child, or children, in out-of-home care, or in the delay of discharge of a child, or children, to the family from out-of-home care.

Placement on the waiting list is not a guarantee that applicants will qualify for assistance. Any preferences claimed at the time of application will be verified at the time of selection from the waiting list.

AN EQUAL OPPORTUNITY HOUSING AGENCY



Exhibit B: Waitlist Closing Public Notice Draft

Header should be local agency letterhead with logo (if applicable)

To:

From:

Date:

Re: Housing Choice Voucher Waiting List Closes in _____ County(s)

Release for **(List county(s) here)**, Indiana

HOUSING CHOICE VOUCHER PROGRAM
NO LONGER ACCEPTING APPLICATIONS FOR WAITING LIST

Effective **(EFFECTIVE DATE)**, the **(Company/Org Name)** on behalf of the Indiana Housing and Community Development Authority (IHCDA) funded by the U.S. Housing and Urban Development will close the Section 8 Housing Choice Voucher (HCV) Waiting List for **(List county(s) here)**.

(Company/Org Name) will not accept preliminary applications after **(EFFECTIVE DATE)**.

AN EQUAL OPPORTUNITY HOUSING AGENCY



Appendix A: Summary of Changes

May 11, 2023

1. Page 5, Additional instruction added on closing waitlists for waitlists initially opened without a closing date
2. Page 12, Corrected minor income section to clarify that earned income for minors is never counted.
3. Page 48, Updated HAP calculation table to reflect \$25 minimum rent and clarify calculation
4. Page 53, Updated Annual inspections explanation to reflect current Biennial Inspections Policy
5. Page 102/103, Exhibit A and B added of draft Public Notices for waitlist opening and closing