

## LINKAGES WORKFLOW

The following is the workflow order that must be completed regarding participant eligibility and housing location assistance. Workflow may vary for participants in need of arrears payments.

**Abbreviations:**  
SSA = Support Services Administrator  
HA = Housing Administrator  
P = Participant  
LL = Landlord

1. SSA assists P with Initial Linkages Application to begin eligibility determination for the Linkages program.
2. Once eligibility for the program has been determined and the HA has a voucher available, the SSA provides the Certificate of Linkages Eligibility/Program Eligibility Verification form to the HA and assists the P completing the Housing Application.
3. When HA receives the Certificate of Linkages Eligibility/Program Eligibility Verification form and the Housing Application from SSA, HA determines Housing Eligibility.
4. Once P eligibility is determined, HA sets up orientation meeting. HA has 7 days from the date the application is received to complete orientation.
5. HA notifies the SSA and P of the orientation meeting.
6. SSA and P attend the orientation meeting.
7. SSA and HA will review with P the Tenant Responsibility Agreement form and secure P's signature.
8. SSA will review with P the Program Participation Agreement and secure P's signature.
9. Immediately following the orientation meeting, the SSA and P attend a one on one meeting with HA regarding the housing search process.
10. HA will provide the P & SSA with a rent range to assist in the housing search process. It is NOT an exact calculation of the P's portion of rent—rather gives a range.
11. The P will to begin their housing search with the assistance of the SSA and the HA. The P has 60 days to find housing. Potential housing can be found at [www.gosection8.com](http://www.gosection8.com)
12. Once a unit is identified, the SSA will advise the LL of the following:
  - Explanation of the Linkages Program (who is served and how)
  - Potential background check issues with participant
  - Benefits of renting through Linkages—case manager at unit at least 1x per month, consistent rent payment from agency, etc.
  - Linkages will pay the application fee whether the P is approved or not
  - Linkages will pay for the security deposit once the P is approved for residency at the LL's unit
13. The SSA must provide the HA with the LL contact information via email. This will document the communication.
14. HA will contact the LL to discuss any concerns regarding application fee processing or other questions/concerns regarding the program or population served.

15. If the LL chooses **not** to work with the Linkages P and HA, HA will send an email to advise the SSA of the need to continue the housing search. Repeat steps #10 and #11 until unit is identified and P is approved.
16. If the LL chooses to work with the Linkages P and HA:
  - HA will notify SSA of status via email—documented communication
  - HA will request copy of the LL rental application
  - HA will determine application fee with LL and remit payment according to the HA fiscal policies and procedures
17. Once the application fee is approved, HA will coordinate payment with the LL.
18. HA will determine if the unit meets FMR and rent reasonableness by completing a Rent Reasonableness form and meets that affordability test based on rent calculations—30% of P's income.
19. Once the unit passes initial eligibility screening, HA inspector will set up a Housing Quality Standards (HQS) inspection of the unit with the LL, P and SSA. All must be present for the inspection.
  - If the unit **fails** inspection, the landlord has 30-days to make needed repairs (or sooner). The P and the SSA can then decide if they want to begin another housing search.
  - If yes, go to Step #8 and repeat the process from there until a unit successfully passes inspection
  - Leases cannot be signed nor can any payment be made to the landlord prior to a successful HQS inspection (with the exception of the application fee).
20. Once a unit passes the HQS inspection, the lease can be signed. SSA & HA must review the lease conditions with the P. The HA and the SSA retain a copy of the lease for the participant file.
21. When the inspector returns the approved inspection, the process for calculating rent can be finalized and the security deposit can be paid to the LL.
22. HA will notify the P and LL, in writing, of rent portion in addition to their copy of the HAP Contract or Rental Assistance Agreement, Tenancy Addendum and Lease Agreement. SSA will receive a copy of the determination.
23. LL and HA sign the Housing Assistance Payments Contract (HAP) or the Rental Assistance Agreement.
24. Once the security deposit is approved, the HA will arrange payment to the LL.
25. SSA will provide supportive services to the P for the duration they are in the Linkages program to include at least 1 visit per month to the P's residence.