SPECIAL NEEDS HOUSING PRIORITY

LOCAL LEAD AGENCY/PROPERTY MANAGEMENT ROLES

We Are All in This Together

Property managers, Developer/Owners, Local lead agencies and Services Providers

- The success of the Special Needs housing program depends on all of us.
- We need each other to do their part, whether it is —
- Recruitment of Special Needs (SN) applicants from the community;
- Keep each other informed of the status (or release of) housing/apartment vacancies.
- Early notification regarding Tenant issues to prevent evictions
- Working together on suitable requests for Reasonable Accommodations/Modifications.

SUCCESS [A LEASED SPECIAL NEEDS UNIT] DEPENDS ON ALL SUPPORTIVE HOUSING PARTNERS



What is a Special Needs (SN) Unit? And who is an Eligible Special Needs Consumer?

What is a SN Unit?

A housing unit in a LIHTC property that has been designated for a

Special Needs consumer

Who is Eligible?

Applicant must have household income at or below 60% of area median

income for the County:

and

Household must meet <u>one</u> of these target populations:

- homeless individual or family
- physical disabilities
- developmental disabilities
- chronic mental illness
- addictive disorder
- sensory or cognitive disability
- disability caused by chronic illness
- age-related disability (i.e., frail elderly, or, young adult with other special needs who have been in the foster care or juvenile justice services system)

Applicant must have a support service provider:

- Assist with the SAHP application process
- Assist with development of a Housing Plan
- committed to conduct monthly home visits and eviction prevention

Who are **Special Needs** Consumers?

- They are your family members, friends, work colleagues and neighbors
- They are persons with physical, cognitive, intellectual, behavioral health (mental or substance abuse), chronic illnesses, the frail elderly, or homeless/precariously housed

Is an individual or family who is homeless or precariously housed eligible??

YES

Homeless
/precariously
housed <u>OR</u>
disabled is
eligible criteria

Homeless or Precariously Housed:

A household/individual is considered homeless or precariously housed when without this assistance, the household would have to spend the night in a homeless shelter or in a place not meant for human habitation. This includes:

- Persons living on the street, in emergency shelters, or in transitional housing programs for the homeless;
- Persons with a legal eviction notice or other similar legal circumstances in which they are to lose their housing;
- People with disabilities who are inappropriately living in an institution or other facility;
- people who may be considered homeless if no other housing placement is available or appropriate.

Referral Flow

APPLICANT

Referral Agency and *Homeless*Services Provider

Referral Agency and *Disabilities*Services Provider

Referral Agency and *Behavioral Health* Services Provider

Local Lead Agency

tenant pre-screening; wait list and referral

Property Management

leasing agent; LIHTC compliance;

SPECIAL NEEDS UNIT

Referral Process for Submitting and Processing Special Needs Applications

& Eviction Prevention

Support Services Provider / Agencies

- Refers prospective tenants
- Provides support services to clients

Providers/Agencies

- * Disability services
- Homeless Services
- Mental Health
- Substance Abuse Services

SN Referrals Housing **Local Lead Agency Property Manager** Pre-screens and refers Leasing agent tenants; Tenant-landlord Maintains wait list: relations Liaison between service providers & property manager Tenant Support

Two Phase Process

Phase I: LOCAL LEAD AGENCY Special Needs consumer Screened for eligibility and Referred by Local Lead Agency to Property Manager

Note: LLA does <u>not</u> do criminal background, credit, or rental history check

Phase II: PROPERTY MANAGER Final Consumer Eligibility Determined by Property Manager

- Background check
- Credit check
- Income level
- Etc.

Special Note: Applications are reviewed and chosen by date and time stamped on Application for Residency form submitted to the Property Manager

What is the Ongoing Lease Up Process between the Property Manager and the LLA?

When a Vacancy occurs the Property Manager notifies the Local Lead Agency (LLA) by sending a time and date stamped 'Notice of Vacancy and Referral of Special Needs Consumer' form

LLA will respond to the vacancy notice and refer SAHP applicants from their (the LLA's) wait list of previously qualified, eligible SAHP applicants that matches the available/vacant LIHTC housing unit size (number of bedrooms) and income requirements.

LLA sends eligible SAHP applicants to the Property Manager with their *Special Needs Applicant Proof of Eligibility and Letter of Referral* form (see SN Program Manual, Appendix A for FORMS)

NOTICE OF VACANCY & REFERRAL OF SPECIAL NEEDS/SAHP APPLICANT FOR LIHTC HOUSING UNIT

Revised Version 8.2018

Address:	City:
Property Management Company:	
Printed Name of Property Manager:	
Office Phone:	Cell Phone:
	Fax:
Date Notice Sent to Local Lead Agency:	
Date LIHTC Unit Vacancy Notice will Expire:	/ Time: 5:00 pm
Date Housing Unit will be ready for Occupancy:	
Comments:	
Area Median Income (AMI) Required: (30%)) (40%) (50%) (60%)AMI %
Bedroom size: studio 1 2 3	
Signature of Property Manager.	
Personne from Local Lead Agency (L.)	LA): [To be returned to Property Manager from LLA via Email Attachme
Response nom Local Lead Agency (Li	Fax]
Acknowledgement of Date Received by LLA:	/Time::(AM/PM)
Printed Name of LLA Coordinator.	
Office Phone:	Cell Phone:
	Fave
Email:	Fax
Email:	
	al Needs/SAHP Referral Status:
Attestation from LLA Coordinator of Special Referral Name and Date of Special Needs Consur	al Needs/SAHP Referral Status: mer by Local Lead Agency:
Attestation from LLA Coordinator of Special Referral Name and Date of Special Needs Consur	al Needs/SAHP Referral Status: mer by Local Lead Agency: Date:/;
Attestation from LLA Coordinator of Special Referral Name and Date of Special Needs Consur Name of Referral: LLA Release of 30 Day Vacancy Hold for SAHP	al Needs/SAHP Referral Status: mer by Local Lead Agency: Date:/; Unit:
Attestation from LLA Coordinator of Special Referral Name and Date of Special Needs Consur Name of Referral: LLA Release of 30 Day Vacancy Hold for SAHP	al Needs/SAHP Referral Status: mer by Local Lead Agency: Date: ///// Unit: to recruit and screen Special Needs Applicants, there are no
Attestation from LLA Coordinator of Special Referral Name and Date of Special Needs Consur Name of Referral: LLA Release of 30 Day Vacancy Hold for SAHP Based upon a good faith effort by the LLA eligible Special Needs Applicants to refer for the	al Needs/SAHP Referral Status: mer by Local Lead Agency: Date: ///// Unit: to recruit and screen Special Needs Applicants, there are no

Acknowledgement of Date Received by Property Mar	nager:/_	/	Time:_	:(A	M/PM)
Printed Name of Property Manager:					
Office Phone:	Cell Phone:				
Email:	Fax:				
Attestation from Property Manager of Special No	eeds/SAHP Ref	ferral Statu	ıs:		
Referral Name and Date of each Special Needs Consun	ner by Property M	lanager.			
Name of Referral:	Date:		/	_;	
Approval/Denial:					
Based upon a good faith effort by the Property N	lanager to revie	w an applic	ation using	g the Tena	int
Screening Criteria and in compliance of the Fair Hou	sing Act, the ap	plicant dee	med eligib	le as Spec	ial Needs
by the LLA is <u>APPROVED</u> for a Special Needs Unit.					
Based upon a good faith effort by the Property N	lanager to revie	w an applic	ation using	g the Tena	int
Screening Criteria and in compliance of the Fair Hou	sing Act, the ap	plicant dee	med eligib	le as Spec	ial Needs
by the LLA is <u>DENIED</u> for a Special Needs Unit. Basi	is for denial atta	ched.			
LLA Coordinator Signature:		Date:		/	
Attachment for each Referral: Tenant Selection Crit	eria; indication o	of specific (criteria se	rved as ba	sis for
application denials					

New Mexico Special Needs Housing Program

Special Needs Applicant Proof of Eligibility and Letter of Referral to Property Manager

Instructions: The Special Needs Housing and Section 811 PRA Program must serve persons who meet program

(Dated 12/2016)

	for LLA and Property Management	on file to prove an Applicant's eligibility. Note: staff. It does not serve as a substitute for the ed in each Applicant's file.
Date Referred to Property Man	ager:/	
Property Name:		Applying for Apt Unit No:
Applicant Name:		
Applicant Contact Information:	Phone: ()	
Cell Phone: ()	Email:	
Other Contact Person: Name:		Phone:
Proof of Eligibility for Special I	Veeds Housing	
Documented Verification	of SAHP or Section 811 PRA C	Qualifying Disability or Homelessness
Applicant for Area Median	Income Apartment (AMI): (30	%) (40%) (50%) (60%) AMI %
Bedroom size: studi	o;1;2;3;4	
Commitment of Services	Provision signed by Services P	rovider/Agency
Tenant Participation and	Responsibility Agreement sign	ed by Applicant
eligible and able to pay the re received an orientation to ten independent living; and, will	ent for the income/size of ap ant responsibilities; demons have the sufficient suppo essful tenancy, based on the	ts that the Applicant named above is partment unit they are applying for; has trates housing readiness and skills for it services to ensure he/she has a submission to the Local Lead Agency the Service Provider
Signature of LLA Coordinator	Print Name	Date
LLA Contact: Email:	Office Phone	e: ()
Cell Phone: ()		

Property Managers:

- Accept and Process Special Needs Applications from LLA
- Notify LLA of Special Needs unit vacancies
- Notify LLA if a referred Special Needs applicant does not meet Property's Tenant Selection policy
- Notify LLA of threatened eviction and actual Tenant Eviction notices ASAP

NOTIFICATION THAT RESIDENT WAS SERVED NOTICE OF EVICTION (3, 7 or 10 DAY) FROM LIHTC PROPERTY [Version 12.2016]

This Section is completed by the Property Manager: Send to LLA via E-mail Attachment ONLY (do not fax). Attachment: Copy of Eviction Notice Served					
LLA Organization:	LLA Co	ordinator Name:			
Date Sent to LLA Coordinator:	1 1	Time:	AM/PM		
LIHTC Property Name:	Property	Manager Name:			
Address: City	8	State	Zip Code		
Phone: Fax:		E 1			
Property Management Company:					
Resident/Tenant Name:		Apartment No			
1 st Notice(s) Served to <u>Resident:</u> (attach a c					
☐ Notice of Non-payment of Rent ☐ Notice of	of Non-compliance other	rthan Non-payment of	Rent 🔲 Other		
Notice Date: / /	Time:	AM/PI	М		
Type of Issue(s):					
Date Notice Sent to Local Lead Agency:	1 1				
Date Copy Sent to On-Site Services Coordin		/	1		
2 nd Notice(s) Served to <u>Resident:</u> (attach a c					
■Notice of Non-payment of Rent ■Notice	of Non-compliance other	rthan Non-payment of	Rent 🔲 Other		
Notice Date: / /	Time:	AM/PI	М		
Type of Issue(s):					
Date Copy Sent to On-Site Services Coordin		1 1			
		Property N	lanager		
Signature D	ate	Title			
This Section Date Received by LLA Coordinator:	is completed by the L	ocal Lead Agency Time:	AMPM		
Date Necessed by EEA Goodsmator.	, ,		ZMI III		
Resident's Service Provider/Agency Name:	(if applicable)				
Date Resident's Services Provider/Agency of	date notified	1 1			
Resolved: Yes No Comments:					
	, ,	LLA Coord	linetor		
Signature D	ate	Title	ilatoi		
Printed name of LLA Coordinator:		Phone:			
E-mail:					

Consequences of Eviction

For the Individual – instability & upheaval; impacts rental history for future apartments

For the Services Provider – can reflect upon the Agency's future SN housing placements

For the Property Manager – eviction process & documentation; lost revenue and new tenant recruitment

Eviction Prevention

Prevention is hard work

Legal Eviction... is (hopefully) the last resort

Local Lead Agency... Other duties

Organizes Community Providers and Agency Stakeholders meetings for outreach and education about the Special Need Housing program in their County

Ensure that Referring Services Agencies are committed to providing tenant support services and eviction prevention to include guidance about reasonable accommodations and modification and Fair Housing

Acts as **Liaison** between Referring Services Agencies and Property Manager if tenancy is threatened

Maintain a tenant waiting list -- keep LLA list with <u>current</u> consumer contact information, income, household size

Marketing & Community Awareness of Special Needs Units Program and Unit Vacancies

- LLAs conduct outreach to the public via Local Stakeholder and Supportive Housing Learning Community Meetings held two times per year and invite organizations, such as the following:
 - Faith Based organizations; Food Banks; Public Health Offices & Public Health Programs; Medical Clinics; ILRCs (Independent Living Resource Centers; Goodwill; Veteran's Affairs; Salvation Army; Workforce Solutions; ARC; NAMI; LGBTQ; Behavioral Health organizations; CYFD and Juvenile Justice offices; Senior Citizens organizations; Managed Care Organizations' (MCOs) Care Coordinators
- Year Round Community Outreach and Education via:
 - Social media; website information; attending other meetings and offering presentations;
 contacting and educating service agencies and directors and supervisors

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Property managers, Developer/Owners, Local lead agencies and Services Providers

- The success of the Special Needs housing program depends on all of us.
- We need each other to do their part, whether it is —
- Recruitment of Special Needs (SN) applicants from the community;
- Keep each other informed of the status (or release of) housing/apartment vacancies.
- Early notification regarding Tenant issues to prevent evictions
- Working together on suitable requests for Reasonable Accommodations/Modifications.

Special Needs Housing Priority Owner / Agent Participation

Management Agent / LLA Coordination

- The Referral Process from site level to the LLA
 - Identifying existing households that meet the SN definition
 - Establishing a waiting list

Resident Retention of SN Households ~ What it takes...

- Case Management
 - Staffing Needs
 - Monthly Visits
 - Crisis Management
- Networking with Agencies (other than Behavioral Health)
- ❖ Management's Role
- Social Service Coordinator's Role

Section 811 Subsidy for SN Households

- Pre-qualifying households that meet the S811 criteria
- How the LLA can assist
- ❖ Management Agent's Role
- ❖Social Service Coordinator's Role

Case Management On-site

- Owner's opportunity
 - Provide meeting space
- Monthly meetings with Site staff (management and Social Service Coordinators)
 - Review status of SNU HH's

Special Needs Housing PriorityMFA

03

Tax Credit Monitoring Reviews
Required Compliance Documentation

Monitoring Reviews

03

Suggested Master File Documentation

- Rent roll with designated Special Needs units clearly indicated
- Move In/Move Out documentation for the last year
- Copy of "Notice of Vacancy and Referral of Special Needs" with email or fax back-up
- Copy of response from LLA.
- Outcome of referral Approved, pending additional documentation, Approved with conditions or denied and reason.

Suggested Tenant File Documentation

- M/I date
- Notice of Vacancy and Referral of Special Needs
- Notices/communications to resident c.c. to LLA
- Outreach to LLA for assistance

Monitoring Reviews

03

- Must provide auditable records demonstrating that all units that were available in the last 12 months were first offered to the Local Lead Agency if minimum threshold requirement has not yet been met:
 - All Notices of Vacancy & Referral for 12 months
- Must provide a copy of the current "Special Needs Set-Aside Agreement Between LLA and Project Owner/Developer" and applicable supporting documentation

Sample Master File Tracking Form

U3

Summer Meadow Apartments Total SNU: 5 Year: 2018

Unit	Expected Vacancy Date	Notice of Vacancy Date	Referall Date from LLA	Final Decision Date	Result	Total SNU
1	1/15/2018	1/2/2018	1/5/2018	1/30/2018	Moved In	4
2	2/4/2018	1/22/2018	1/25/2018	2/19/2018	Application Denial	4
3	2/24/2018	2/11/2018	2/14/2018	3/11/2018	Application Denial	4
4	6/4/2018	5/22/2018	5/25/2018	6/19/2018	Moved In	5

Suggested Tenant Selection Criteria



- □ Definition of special needs unit
- Number of special needs units and breakdown of unit sizes and set-asides.
- □ Description of method in which Special Needs units will be assigned

Tenant Selection Plans*

*Applicable to project based Section 8 properties layered with Tax Credit



- □ Definition of special needs unit
- Number of special needs units and breakdown of unit sizes and set-asides.
- Waiting List Management: Description of *method* in which Special Needs units will be assigned:
 - **S** Priority
 - **S** Preference
 - Application selected out of chronological order