HUD 811 Project Rental Assistance
This training is made possible by the *Maryland Partnership for Affordable Housing* with funding from the Maryland Department of Health and Mental Hygiene *Money Follows the Person* program.

Money Follows the Person

Department of Health and Mental Hygiene

Department of Housing and Community Development

Maryland Department of Disabilities
Meet Cheryl, David, John and Carol
Oct. 2011 - CMS Real Choice Systems Change grant
- 16 states applied - 6 grants were awarded (MD, IN, TX, WI, OR, MI)
- Purpose - Develop infrastructure to implement a new rental assistance program - HUD 811 Project Rental Assistance Demonstration Program (PRA)

July 2012 – DHCD in partnership with DHMH and MDOD applied for HUD 811 Project Rental Assistance funding
- 32 states applied

February 2013 – Received notice of grant award - $11 million
- 13 grants awarded (CA, DE, GA, IL, LA, MA, MD, MN, MT, NC, PA, TX, WA)

July 2014 – signed Cooperative Agreement with HUD enabling MD to implement the program
Housing Developers and Property Managers partner with Case Managers/CILs for continued assistance

- MDOD manages web-based eligibility system and tenant selection & referral; tracks unit availability
- DHCD reaches out to developers and funds units; pays rent subsidies; ensures housing quality standards; ensures HUD program compliance
- DHMH (with associated Case Managers) and CILs enroll applicants, make services available, assist with transition and manage tenant issues
Why is 811 PRA Important?

- New funding for ongoing rental assistance
- Case managers/CILs are central to success
- Quality, affordable housing for people with disabilities at extremely low income
- Integrated units – no more than 25% for people with disabilities in any development
- Quality housing units in vibrant communities near transportation and services
# 811 PRA Program Overview

## Goal
- 150 permanent supportive housing units

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

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

## Rent Contribution
- 30% of income for rent and utilities combined
811 PRA Eligible Population

Non-elderly adults between 18 and 62 years of age

Disabled as defined by HUD

Income at or below 30% AMI

Eligible for LTSS through Medicaid or other state funded program
811 PRA Priority Population

Prioritized in this order:

1. **Institutionalized**: nursing facility, ICF/ID, state psychiatric hospital or hospital where assistance is available under Medicaid

2. **At risk of institutionalization due to current housing situation**: i.e. change in health status, change in available supports, deplorable housing conditions

3. **Moving to independent renting**: DDA Community Pathways waiver GH & ALU, Brain Injury waiver ALU, MHA Residential Rehabilitation Program

4. **Homeless (as defined by HEARTH Act) in this order**:
   - Actually homeless
   - Imminent risk of homelessness
   - Homeless under other Federal statutes (i.e. unaccompanied youth/families w/ youth)
   - Fleeing domestic violence
For the 811 PRA program, the following definition is used:
Persons with Disabilities shall have the same meaning as defined under 42 U.S.C. § 8013(k)(2) and shall also include the following, as found in 24 CFR § 891.305:
A person who has a developmental disability, as defined in section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001(5)), i.e., if he or she has a severe chronic disability which:
(i) Is attributable to a mental or physical impairment or combination of mental and physical impairments;
(ii) Is manifested before the person attains age twenty-two;
(iii) Is likely to continue indefinitely;
(iv) Results in substantial functional limitation in three or more of the following areas of major life activity:
(a) Self-care;
(b) Receptive and expressive language; 24 form HUD-92305-PRA (03/2014)
(c) Learning;
(d) Mobility;
(e) Self-direction;
(f) Capacity for independent living;
(g) Economic self-sufficiency; and
(h) Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated; or

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

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

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

3 DHMH Medicaid Waivers
- Community Options – adults with disabilities
- Brain Injury – adults with TBI
- Community Pathways – adults with developmental disability

Medicaid State Plan Services
- CFC
- MAPC
- Behavioral Health Services
- DDA State Funded Services

MDOD
- Attendant Care Program
# Income Thresholds

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Area Median Income (AMI)</th>
<th>1-Person Household 30%</th>
<th>2-Person Household 30%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baltimore Metro Area</td>
<td>$85,600</td>
<td>$18,000</td>
<td>$20,600</td>
</tr>
<tr>
<td>Washington, D.C. Metro Area</td>
<td>$107,300</td>
<td>$22,550</td>
<td>$25,800</td>
</tr>
</tbody>
</table>
811 PRA Unit Locations

Locations:

**Baltimore MSA***
- Anne Arundel County
  - Baltimore City
  - Baltimore County
  - Carroll County
  - Harford County
  - Howard County
  - Queen Anne’s County

**Washington MSA***
- Calvert County
- Charles County
- Frederick County
- Montgomery County
- Prince George’s County

*MSA – Metropolitan Statistical Area
58 Units Already Identified

- Anne Arundel County
  - 8 units at Berger Square in Odenton

- Baltimore County
  - 11 units at Hopewell Point in Dundalk

- Frederick City
  - 11 units at Sinclair Way in downtown Frederick

- Harford County
  - 13 units at Riverwoods at Tollgate

- Prince George’s County
  - 15 units at Bladensburg Commons in Bladensburg
Case Management and the 811 Project Rental Assistance Program

Martha Egan
The Coordinating Center
Who is the case manager in your system?

Supports Planner
Resource Coordinator
Independent Living Specialist
Housing Coordinator
Behavioral Health Targeted Case Managers
Institution-Based Social Worker
RRP Case Managers
Person-Centered

Strength and Asset Based

Voluntary Supportive Services

Flexible

Creative

Pro-Active

Responsive

• Engagement
• Developing a Trusting Relationship
• Resource Connection
• Goal Setting
• Pro-Active Intervention
Knowledge and Experience:

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

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

### RETENTION

On-Going Case Management Efforts/Retention

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What is 811 PRA program access?

What is 811 PRA program retention?
Outreach and Education

INFORMED CHOICE

• Talk about 811 PRA when discussing community living opportunities
• Talk about planning for independent renting during person-centered planning process
• Refer to Tenant Training manual for ideas about community options
Core Case Management Practices for Accessing the 811 PRA Program

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

- **Face to Face Interview**
- Person-centered conversation to identify:
  - Strengths
  - Assets
  - Preferences
  - Needs
  - Challenges

- Education/Informed Choice about 811 PRA and other housing options

- Develop strategies to help a person access the 811 PRA program

### Initial Housing Intake

<table>
<thead>
<tr>
<th>Date:</th>
<th>Name:</th>
<th>Social Security #:</th>
<th>DOB: <strong>/</strong>/__ Age:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th>Phone #:</th>
<th></th>
<th>Social Security #:</th>
<th></th>
<th></th>
<th>DOB: <strong>/</strong>/__ Age:</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Are you a person in a wheelchair?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you served in the US Military?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Who else will be living with you in the community?
- No one
- Family member(s) - Name/contact information:
- Friend(s) - Name/contact information:
- Live-in-Aide - Name/contact information:

Income Information:
- Do you receive a nursing home monthly stipend? Amount: $

| Income Information: | | | | | | | |
|---------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
|                     | No income       | SSI             | SSDI            | Pension          | Other            |

Housing Documentation:
- Do you need assistance with obtaining the following housing documentation?
- Check all that apply:
  - Social Security Card
  - Government-issued picture ID
  - Birth Certificate
  - Proof of income letter from Social Security
  - Current bank statement(s)
  - Other income and asset documentation

Transportation Information:
- Have you applied for Mobility/Para-transit in your county/jurisdiction of residency?
- Yes | No
- Do you travel on your own?
- Yes | No
- Do you have other transportation options?
- Yes | No

Housing History: Check any that apply
- Private Rental - yes, development:
- Section 8/HCV - yes, jurisdiction:
- Public Housing - yes, jurisdiction:
- HUD Subsidized - yes, development:
- Stable/homeless - yes, date(s):
- Eviction history - yes, when:
- Foreclosure - yes, date(s):
- No experience as lease-holder

Credit History: Check any that apply
- Past due utility telephone bill - Utility company/amount:
- Past due credit card bill(s):
- Owed money to a public housing authority:
- Past due rent:
- Other past due bills:
- Medical bills:
- Filed for bankruptcy:

Criminal History: Check any that apply
- Prior Arrests:
- Prior Convictions:
- Prior Incarcerations:
- Open warrants/parole/probation:

What did you have trouble with?
- Paying rent on time:
- Keeping up with utility bills:
- Violating last lease/rental:
- Building a relationship:
- Clutter home maintenance:

What were your successes in the community prior to entering a NF?

Housing Goals:

What were your challenges?

<table>
<thead>
<tr>
<th>What were your successes in the community prior to entering a NF?</th>
<th>Housing Goals:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

| What were your challenges? | |
|---------------------------||
|                           | |

| Housing Goals: | |
|----------------||
|                | |

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Conducting a Person-Centered Housing Assessment

Consent to Release Housing Information

Consent to Release Information Pertaining to Housing Status

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

(Name of client)

To: __________________________________________________________

(Service Provider Organization)

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

__________________________

Signature of client

__________________________

Date
How to Obtain Housing Documents

• Income and Asset Verification
  • SSI/SSDI
  • Proof of Pension/VA benefit
  • Recent bank/savings account statement

• Proof of Citizenship/Age
  • Birth Certificate
  • Passport

• Proof of Identification
  • Drivers License
  • Maryland State ID

• Social Security Card

REQUIRED DOCUMENTATION FOR HOUSING

☐ BIRTH CERTIFICATE
Obtain a birth certificate from your state of birth. You will need to complete an application to Vital Records and a fee will be charged.

☐ SOCIAL SECURITY CARD
Contact a local SSA office or http://www.ssa.gov 1-800-772-1213 to order a replacement Social Security Card. You can also order your card in person at a local SSA office. You will need to bring a copy of your birth certificate and a gov't-issued picture id. No fee will be charged.

☐ PICTURE ID
Attempt to obtain a Gov't-issued id from the Motor Vehicle Administration.

☐ CURRENT PROOF OF INCOME
Social Security benefits – 1-800 772-1213
Call in person and state that you are a person in a nursing home. Ask for your current Award Letter (SSA/SSDI) with your date of birth printed on the letter. Request the letter to be faxed to the nursing home. Your letter can also be ordered from the internet: www.socialsecurity.gov
VA benefits – 1-800-827-1000

PLEASE MAKE AN EFFORT TO OBTAIN THIS DOCUMENTATION AS SOON AS POSSIBLE.
How to Overcome Challenges to Accessing the 811 PRA Program

- Credit
- Criminal
- Personal Rental History

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

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

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

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

Case managers should be familiar with:
- How to assist a person review a criminal record
- How to assist a person expunge a criminal record
- How to assist a person submit a reasonable accommodation

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

## Action Steps

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

Case managers should be familiar with:

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

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

Action Steps

Step 1: Identify past challenges to rental history
  • Eviction record?
  • Trouble paying rent on time?
  • Difficulty getting along with neighbors?
  • Ability to maintain a safe living environment?
  • Ability to understand tenant obligations?

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

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

Step 4: Help a person to realize strengths and assets

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

Step 6: Help a person to connect to community supports/services to overcome current/future challenges to rental history
A Reasonable Accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling.
Case managers will be responsible for assisting 811 PRA applicants complete an Eligibility Packet.

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

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

**PROGRAM RETENTION**

- How to be a Good Tenant
- How to Facilitate Good Housing Relationships
- Understanding Basic Confidentiality
- Using Reasonable Accommodations
- Requesting Reasonable Modifications
- How to Develop a Housing Backup Plan
- How to Exit a Housing Program
Core Case Management Practices for 811 PRA Program Retention

First Thirty to Sixty Days of Tenancy

- Good Communication
- Understanding Tenant Responsibilities
- Understanding a Tenant’s Right to Privacy
- Facilitating Relationships
- Paying Rent on Time
- Maintaining Unit
- Positive Relationships with Neighbors
- Respecting Lease Obligations
First Thirty to Sixty Days of Tenancy

Establish a Rent Payment Plan

Complete a Housing Back Up Plan

Apply for Energy Assistance
Supporting the Property Manager Relationship

- Good Communication
- Pro-Active
- Responsive

### 811 PRA Program Contact Form

#### Tenant Information

<table>
<thead>
<tr>
<th>Tenant Name</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Apt #</td>
<td></td>
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<tr>
<td>Zip</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
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<tr>
<td>Cell</td>
<td></td>
</tr>
<tr>
<td>Emergency Contact Name</td>
<td></td>
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<tr>
<td>Phone-Day</td>
<td></td>
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<tr>
<td>Cell</td>
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<tr>
<td>Notes</td>
<td></td>
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</tbody>
</table>

#### Service Provider Information

<table>
<thead>
<tr>
<th>Service Provider Name</th>
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<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>Zip</td>
<td></td>
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<tr>
<td>Phone</td>
<td></td>
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<tr>
<td>CASE MANAGER NAME</td>
<td></td>
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<tr>
<td>Phone</td>
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<tr>
<td>Notes</td>
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MFP HOUSING DIRECTOR: JENNIFER MILES
410-767-6832 (office) 410-303-1253 (cell)
Core Case Management Practices for 811 PRA Program Retention

Housing Back Up Plan

Housing Choice Voucher Program

Waiting List

(Section 8 Housing)
Month Two to Six of Tenancy

• Establish Home Visit Protocols
• Support Personal Skill Development
• Facilitate Relationship Development
• Link to Community Resources
Six Months and Beyond of Tenancy

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

- Pro-Active Engagement
- Intervention Strategies
- Follow-Up
Core Case Management Practices for 811 PRA Program Retention

Six Months and Beyond of Tenancy

Housing Stability Questionnaire

<table>
<thead>
<tr>
<th>Rent Payments</th>
<th>Yes</th>
<th>No</th>
<th>Comments/Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you paying your rent on time every month?</td>
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<tr>
<td>Have you had to pay any late fees?</td>
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<tr>
<td>Has your income changed?</td>
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<tr>
<td>Have you paid your utility bills?</td>
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<tr>
<td>Have you received any turn-off notices?</td>
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</table>

Unit Health

| Does the unit appear to have excessive clutter?                             |     |    |                  |
| Is the unit showing signs of excessive distress?                            |     |    |                  |
| Does the kitchen area have unclean surfaces?                                |     |    |                  |
| Any evidence of rodent/vermin infestation?                                  |     |    |                  |
| Any visible fire/safety hazards?                                            |     |    |                  |
| Any new household members?                                                  |     |    |                  |

Tenant Health and Safety

<table>
<thead>
<tr>
<th>Have you had any negative interactions with neighbors, other tenants, or property management staff such as complaints?</th>
<th></th>
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<tbody>
<tr>
<td>Any changes in behavior affecting risk of housing stability?</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>• Substance Abuse</td>
<td></td>
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<tr>
<td>• Physical Illness</td>
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<tr>
<td>• Personal Appearance</td>
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<tr>
<td>• Medication Changes</td>
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<tr>
<td>• Stress/Life Event</td>
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<tr>
<td>• Other</td>
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</table>

Tenant Satisfaction

| Are you satisfied with your home? Do you enjoy your community?             |     |    |                  |

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![Image of housing stability questionnaire](image_url)
Core Case Management Practices for 811 PRA Program Retention

Martha Egan
Vice President, Housing and Community Planning
The Coordinating Center
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Millersville, Maryland 21108
410-987-1048
www.coordinatingcenter.org
Fair Housing

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

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

- Race
- Color
- Religion
- Sex
- National origin
- Disability
Examples

- Refuse to rent to someone ONLY because they have an intellectual disability.

- Charge someone a higher rent or security deposit because of their disability. e.g., when utilities are included, charge a person who uses a power wheelchair and other equipment a higher rent.

- Refuse to allow someone with a disability to use the residential amenities. e.g., refuse to allow someone with HIV/AIDS to use the pool or laundry facilities.

- Deny eligibility to a supportive housing program because the applicant is blind.
What is Housing Discrimination?

- Discrimination
  - Basing decisions about a specific individual because of stereotyped – generally incorrect - beliefs about a characteristic of the class or group of people

- Examples
  - People with psychiatric disabilities are violent
  - People who have a history of substance abuse will use drugs
  - People with HIV/AIDS can infect you by shaking your hand

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

- Title VI
- Fair Housing Act
- Section 504 of the Rehab Act of 1973
- Americans with Disabilities Act
Title VI (of the Civil Rights Act of 1964)

- Prohibits discrimination on the basis of race, color, or national origin in all HUD-assisted programs.

- Includes HUD-funded grantee or sponsor.

- Covers all HUD housing programs except for its mortgage insurance and loan guarantee programs.
1988 - Federal Fair Housing Amendments Act
- Prohibits Housing Discrimination against people with disabilities – because of their disability
- Expanded pre-existing fair housing law (Title VI) to include protections for people with disabilities

- Prohibits discrimination in sale or rental of housing
- Covers all public and private housing except owner-occupied housing with four or fewer units
Section 504 of the Rehabilitation Act of 1973

- HUD issued its regulations in 1987
- People with disabilities in programs and activities receiving federal funds cannot be excluded because of their disability
- Requirements of covered programs and entities are more far reaching
- Cover Section 811 PRA Program but not Weinberg units unless they have other federal funds
The ADA passed in 1990

Title II of the ADA extended Section 504 to all activities of public entities including state and local governments

Title III prohibits discrimination against people with disabilities in places of public accommodation: hotels, motels, day care centers, homeless shelters and others

Places of public accommodation include the rental office in housing, community rooms, dining room and other areas of a residential development that are rented out or open for use by public
It is the policy of HUD to administer its housing programs affirmatively, so as to achieve a condition in which individuals of similar income levels in the same housing market area have a like range of housing choices available to them regardless of their race, color, national origin, religion, sex, disability, or familial status.
Affirmatively Furthering Fair Housing

- Affirmative fair housing outreach activities include, but are not limited to
  - Methods of advertising and community outreach that are designed to reach eligible persons in the target population(s) who are least likely to apply for the program.

- "Least likely to apply"
  - An identifiable presence of eligible persons of a specific demographic group (i.e., race, color, national origin, religion, sex, disability, or familial status) are in the target population
  - Members of that group are not likely to apply for the housing in the absence of special outreach efforts.
What does this mean for your work?

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

<table>
<thead>
<tr>
<th>Hard to Reach</th>
<th>Effective Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaf or hearing impaired</td>
<td>Provide an interpreter</td>
</tr>
<tr>
<td>Blind or visually impaired</td>
<td>Provide information in accessible format (i.e. Braille)</td>
</tr>
<tr>
<td>Limited English proficiency</td>
<td>Provide translated documents</td>
</tr>
<tr>
<td>Communication disability</td>
<td>Provide assistive technology</td>
</tr>
</tbody>
</table>
• A change in rules, policies, practices, or services that may be necessary to provide a person with a disability an equal opportunity to obtain housing, and to use and enjoy her home.

• Provided under the Fair Housing Act, Section 504 and the ADA.
Examples: Application Process

- Providing applications in Braille, large print, and alternative formats
- Providing assistance to complete the application
- Allowing applications to be dropped off by a friend, family member, advocate, etc.
- Allowing applications to be mailed or faxed
- Visiting the applicant’s home in order to complete an application
- Allowing additional time to submit an application
- Allowing secondary contact person to be listed on the application
Examples: “Screening”

- Housing provider may consider the severity of crime, extent of culpability, evidence of rehabilitation, mitigating circumstances related to disability of family member

- Provide extra time to gather documentation for verification and screening purposes
Fair Housing Video

- [http://youtu.be/ytYuvFhYSJ8](http://youtu.be/ytYuvFhYSJ8)
- [http://youtu.be/84k2iM30vbY](http://youtu.be/84k2iM30vbY)
PRA Application Process
811 PRA Application Process

For all Section 811 inquiries, please contact:

Maryland Department of Disabilities
Housing-info@mdod.state.md.us
410.767.3649
Outreach and Education

Housing Assessment and Transition Planning

Referral to MDOD for Eligibility Screening

Waitlist Period

Move-In

Leasing an 811 Unit

Unit Application Process

Applicant Notification of Available Unit

Applicant Process
MPAH Housing Waitlist Manager:

- Provides technical assistance to case managers, CIL staff, property managers and owners throughout 811 PRA processes.
- Maintains waitlist, manages preferences and selection process.
- Provides ongoing support.
Obtain all of the required information before logging in to pre-screen for eligibility.

DOB
Medicaid number
Household size
Criminal background
  Sex Offender – lifetime registry requirement
  Conviction of methamphetamine production on Federally assisted property
Which County(s) applicant is interested in living in?
Now, let’s work with Cheryl.

Cheryl is:

• 32 years old
• Single
• Receives SSI at $721 monthly
• Currently living in a nursing facility
• Prefers to live in Baltimore or Howard County
Social Serve Registry Demonstration
This is a secure, online, centralized eligibility screening tool to help Case Managers determine which housing programs their consumers are eligible for and refer them to the appropriate program.
Referring an Applicant

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

• Online:
  • Go to www.socialserve.com/Enter/MD/
  • Select “Register as a New User” or “Login”

• By phone: call toll-free: 1-877-496-4954

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

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

Busy Period

- Obtain Housing Documents
- Overcome credit challenges
- Address criminal background challenges
- Address Personal Rental History
- Identify resources for application fees, security deposit, move-in costs
- Create a housing back-up plan
Owner notifies Social Serve system & MDOD of unit availability:
- at least 6 months in advance for new units
- Upon notice of turn-over for occupied units (at least 2 months)

MDOD notifies top 5 eligible applicants:
- At least 2 months in advance for new units
- Within 1 week of notice of turn-over or for existing unit

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

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

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

- Date and time of application
- Priority status
- Area of preference
Cheryl is selected for a unit

Cheryl & the referring case manager are notified by MDOD & receive a lease application

Completed applications are forwarded to property manager

Property manager conducts separate lease application review and approval process considering:
- Credit history
- Criminal background
- Rental history

Prompt responses are crucial!
A Word about Tenant Training...

- It is **required** that 811 PRA program participants successfully complete Tenant Training within 3 months of moving into their unit.

- Case managers should provide portions of the training during the planning stage and portions following the lease signing.
**Signing the Lease**

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

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

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

**Notice period for termination of tenancy**: Lease states the notice period for when a tenant must submit in writing that they will not be renewing their lease or will be ending their tenancy. THIS IS 2 MONTHS FOR PRA
It is critical for successful tenancy that case managers have a good understanding of the leasing process.

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

- Rent payment strategies
- Pre-lease tenant obligations
  - Conducting a walk-through with the landlord
  - Determining home modification needs and reasonable accommodations for immediate safety
- Setting-up utilities
- Verifying the amount of the security deposit and first month’s rent
- Renters Insurance
A Handbook for People with Disabilities on becoming a Tenant and Staying Housed
Steps in Getting to the Door

- Start with the following questions or concerns:
  - Looking to change your housing situation?
  - Unsuccessful attempts to move in the past
  - Lacking funding, resources and supports
  - Moving is overwhelming
  - Change is hard and the outcome is unknown in the beginning
The Handbook was designed to guide and educate tenants through the
- Search and selection of housing that will accommodate the tenant’s individual needs
- Understanding the leasing process
- Budgets and how to make them work
- Moving in and problem solving
- Understanding their housing rights and responsibilities
- Being a Good Tenant – sustaining tenancy
How to use the Handbook
Part I

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

- Breaking down the challenge into smaller tasks
  - Handbook to help people with disabilities move from their current living situation of long term care, nursing home, residential, or group home to independent living
  - Assistance in choosing a unit and moving in
  - Understanding the rental assistance programs
  - Entering into a lease and paying bills (rent)
  - Sustaining tenancy
Basic Housing Needs
- Making a list of non-negotiable items such as no stairs, elevator building, extra bedroom for live in-aide, close to transportation and shopping
- Wheelchair accessibility – getting in and out of the building and around the unit
- Parking spot
- Home modifications – talking through the process with landlord
- Pets – checking the policy before move in
Develop a Household Budget

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

Expenses can occur monthly, quarterly or once a year

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

Total Expenses $______
Using the income and expense budgets:

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

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

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

- The next section of the handbook offers details about living independently in the community
- Supports and other resources that will be needed once the person moves in
- Preparation before the final selections are determined will go a long way to making the housing transition
Supports Planning Worksheet (located in handbook) includes list of activities and person/programs for help such as:

- Using kitchen appliances and cooking meals
- Bathing or other personal hygiene
- Paying bills/maintaining
- Shopping, carrying packages, running errands
- Cleaning house, doing laundry
- Managing medications
- Getting to appointments
- Transferring from wheelchair
- Staying safe in an emergency
Affordable Housing is available in Maryland with the help from rental subsidies. Eligibility rules will let you know if you can participate in the programs:

- Requirements might include an income cap, age, disability, homelessness or other designations
- Calculating your income will let you know if you might be eligible
Roommates

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

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

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

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

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

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

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

- Can I afford the rent and does the unit suit my needs?
- Tenant and caregiver/roommate issues
- Neighborhood considerations
- Feeling safe in the unit
- Location – does it have public transportation, bank, shopping, employment opportunities
- Does the unit meet my physical needs
- Location of utilities, turn-off/fuse box, yard, pets, and other amenities
- Accessibility in kitchen, bathroom, bedroom, and living area
Taking the next step toward the door

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

- Understanding the lease will help to sustain tenancy
- How to be a good tenant and neighbor
- Handling maintenance issues/emergencies
- Moving out
Leasing
Getting the keys and opening the door

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

**Lease basics should include:**
- Name, address and phone of property owner
- Name of tenant and new address
- Length of the lease/conditions for renewal
- Persons to occupy the unit
- Amount of rent and deposits
- Dates that rent is due/late charges
- Responsibilities of tenant and owner
- Conditions for termination
- Utility responsibility
Saving for Security Deposits/Rent and other money questions

- Security deposit will be set at $50.00 for 811 PRA
- Let case manager know if unable to pay the security deposit as they can access another funding resource
- Need deposit for utilities
- Money to move-in, truck or van rental, initial cost of setting up new home
- Set up payment for monthly rent through electronic bill paying, checks/money order and always keep receipts – don’t use cash
Safety in your home: write down address and keep important numbers in or near phone
Test fire alarm/inform landlord of non-working alarms
Keep emergency kit in a box or bag at home
Review lease to understand repairs that are the responsibility of landlord and tenant (list in manual)
Options for repair disputes with landlord are available in manual as well as legal resources
The manual has a list of resources for community services, movers, housing discrimination, renter’s insurance and paying bills.

The last section offers information about ending tenancy, getting back security deposit and renewing a lease if you plan to stay in the unit another year.
“I love my new place. It’s close to tons of shopping, it’s peaceful. And my family and I feel right at home.”
“When a Person Confronts Problems with Tenancy: The Role of Case Managers in Resolving Tenant Issues”

Tenant Issue Process
The Big Picture…
Nothing succeeds like success!!

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

And most importantly…

- Success will support true community inclusion
Achieving Success

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

- Success also depends on PRA program managers to support case managers and property managers
Upon Move In...

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

- Flexible
- Timely
- Person centered
- Knowledgeable
- Creative
Important tenancy issues

Establishing/maintaining good credit

Complying with lease requirements

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

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

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

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

- Look for warning signs

- Use the *Housing Stability Questionnaire* (in manual)
When an issue arises...

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

Tenant

Case Manager (CM)

Property Manager (PM)

MFP Housing Director (HD)
Tenant Issue Process

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

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

Unresolved
- PM contacts CM within 1 week
If issue was unresolved, Case Manager works with the Tenant and initiates additional supports (if needed)

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

Unresolved
- CM may contact HD or MDOD for technical assistance
- PM will contact HD
Tenant Issue Process – if issue continues to be unresolved...

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

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

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

If issue remains unresolved:

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

What do you do now?
CM and Tenant start looking for alternative housing

CM will continue attempts to resolve the issue

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

Resolved

- Awesome! PM will cancel eviction proceedings

Unresolved

- PM will proceed with eviction.
- CM will assist person with finding alternative housing
Finalizing the change in tenancy:

1. PM updates the unit status in the Social Serve System.
2. Social Serve system notifies MDOD of the change in unit status.
3. MDOD notifies registry applicants of unit availability.
4. PRA application process begins.
QUESTIONS?