



**LOUISIANA HOUSING AUTHORITY (LHA)  
SECTION 8 HOUSING CHOICE VOUCHER  
ADMINISTRATIVE PLAN**

DRAFT

Administrative Plan Adopted November 2008

1. Revisions Adopted <del>September 2009</del>
2. Revisions Adopted <del>July 2010</del>
3. Revisions Adopted <del>September 2010</del>
4. Revisions Adopted <del>December 2010</del>
5. Revisions Adopted <del>August 2011</del>
6. Revisions Adopted <del>June 2012</del>
7. Revisions Adopted <del>May 2013</del>
8. Revisions Adopted <del>June 2013</del>
9. Revisions Adopted <del>June 2014</del>
10. Revisions Adopted <del>October 2014</del>
11. Revisions Adopted <del>November 2014</del>
12. Revisions Adopted <del>December 2015</del>
13. Revisions Adopted <del>February 2017</del>
14. Revisions Adopted <del>January 2018</del>
15. Revisions Adopted <del>January 2019</del>
16. Revisions Adopted <del>January 2021</del>
17. Revisions Adopted <del>2022</del>
18. Revisions Adopted <del>January 2023</del>
19. Revisions Adopted <del>2024</del>
20. Revisions Adopted <del>2025</del>

DRAFT

**Louisiana Housing Authority (LHA)  
Section 8 Housing Choice Voucher Administrative Plan**

**Table of Contents**

**INTRODUCTION**..... 6

**UNIQUE ASPECTS OF LHA PROGRAM**..... 8

**CHAPTER 1 EQUAL OPPORTUNITY** ..... 8

    1.1 Fair Housing.....8

    1.2 Providing Information in Languages other than English.....8

    1.3 Reasonable Accommodation .....8

    1.4 Violence Against Women Act Violence Against Women Act (VAWA) Protections.....8

    1.5 Equal Access.....9

**CHAPTER 2 SPECIAL PURPOSE VOUCHER PROGRAMS** ..... 10

**HUD/VETERANS AFFAIRS SUPPORTIVE HOUSING (VASH) - LAKE CHARLES AREA** ... 10

    2.1 Overview.....10

    2.2 Eligibility and Screening .....12

    2.3 Housing Search, Lease-up and Portability.....12

    2.4 Tenancy Issues.....12

**MAINSTREAM VOUCHER PROGRAM - Non-elderly and Disabled (NED)**..... 13

**EMERGENCY HOUSING VOUCHERS (EHV)** ..... 15

**CHAPTER 3 PROJECT-BASED VOUCHER (PBV)-SPECIFIC REQUIREMENTS (24 CFR 983)**..... 19

    3.1 General Requirements - Overview .....19

    3.2 Owner Proposal Selection Procedures .....20

    3.3 Dwelling Units .....23

    3.4 Inspection of Units .....24

    3.5 Rehabilitated Housing and New Construction .....26

    3.6 Housing Assistance Payments ("HAP") Contract.....26

    3.7 Determining Rent to Owner and Payments to Owner .....28

    3.8 Cost Savings and Terminations of HAP Contracts.....29

**CHAPTER 3A TENANT-BASED VOUCHER SPECIFIC REQUIREMENTS (24 CFR 982)**...33

    3A.1 Applicability of requirements ..... 33

    3A.2 Requirements specific to LHA’s tenant-based assistance rogram..... 33

<b>CHAPTER 4 APPLICATIONS AND TENANT SELECTION - General</b> .....	<b>32</b>
4.2 Definitions.....	35
4.3 Application Taking .....	40
4.4 Outreach .....	42
4.5 Determination of Eligibility for PSH.....	43
4.6 Specific Preferences .....	46
4.7 Verification of Preliminary Eligibility.....	46
4.7.2 Verification Documents .....	47
4.8 LDH or its designee Review of Applicant Tenancy History.....	49
4.9 Referral to PSH Units .....	50
4.11 Informal Reviews for Applicants.....	55
4.12 Supplemental Provisions Regarding Eligibility and Verification of Family Circumstances ...	57
4.13 Owner Selection of Tenants .....	60
<b>CHAPTER 5 ANNUAL AND INTERIM FUNCTIONS</b> .....	<b>62</b>
5.1 Recertification of Family Eligibility .....	62
5.2 Adjusting Rent between Regular Reexaminations.....	62
5.3 Interim Changes in Family Composition .....	64
5.4 Effective Date of Rent Adjustments.....	64
5.5 Earned Income Disallowances.....	64
5.6 Exclusion of Mandatory Education Fees.....	65
<b>CHAPTER 6 VERIFICATIONS PRIOR TO ADMISSION AND DURING OCCUPANCY</b> .....	<b>65</b>
6.1 Acceptable Methods of Verification .....	66
6.2 Enterprise Income Verifications (Enterprise Income Verification (EIV)).....	67
6.3 Types of Verification.....	67
<b>CHAPTER 7 CHANGES IN FAMILY SIZE, FAMILY SEPARATIONS, ABSENCES, AND MOVES</b> .....	<b>71</b>
7.1 Changes in Family Size.....	71
7.2 Family Separations .....	71
7.3 Family Absences from the Assisted Unit.....	72
7.4 Family Moves with Continued Assistance.....	72
7.5 Moves with Tenant-Based Vouchers.....	74
<b>CHAPTER 8 EVICTIONS AND OWNER CLAIMS</b> .....	<b>73</b>
8.1 Evictions and Terminations of Tenancy .....	73
<b>CHAPTER 9 TERMINATIONS AND INFORMAL HEARINGS</b> .....	<b>73</b>
9.1 Terminations .....	73

9.2	Informal Hearings for Participants.....	75
<b>CHAPTER 10 PROGRAM MANAGEMENT.....</b>		<b>75</b>
10.1	Leasing Units.....	75
10.2	Revising Utility Allowance Schedules.....	76
10.3	Revising Voucher Payment Standards.....	76
10.4	Administrative Fee Reserve .....	76
<b>CHAPTER 11 QUALITY ASSURANCE PROGRAM.....</b>		<b>76</b>
11.1	Quality Assurance Practices.....	76
<b>CHAPTER 12 PARTICIPANT FILES.....</b>		<b>77</b>
12.1	Practices Regarding Participant Files .....	77
<i>Exhibit A: Description of Road Home Program Permanent Supportive Housing Initiative.....</i>		<i>78</i>
<i>Exhibit B: Language Access Plan.....</i>		<i>84</i>
I.	<i>Introduction and Purpose of Plan.....</i>	<i>84</i>
II.	<i>Goals of Plan.....</i>	<i>84</i>
III.	<i>Policy.....</i>	<i>84</i>
IV.	<i>Authorization.....</i>	<i>85</i>
V.	<i>Factors Considered in Development of the Plan.....</i>	<i>85</i>
VI.	<i>Identifying LEP Individuals Who Need Language Assistance.....</i>	<i>85</i>
VII.	<i>Language Assistance Measures.....</i>	<i>86</i>
VIII.	<i>Training Staff.....</i>	<i>88</i>
IX.	<i>Providing Notice to Limited English Proficiency Persons .....</i>	<i>88</i>
X.	<i>Monitoring and Updating the LEP.....</i>	<i>88</i>
XI.	<i>Procedures for Discrimination Complaints.....</i>	<i>89</i>

**Louisiana Housing Authority (LHA)**  
**Section 8 Housing Choice Voucher Administrative Plan**

## **INTRODUCTION**

This administrative plan has been prepared by Louisiana Housing Authority (LHA) in conformance with the requirements of 24 CFR 982.54. The Plan sets forth Louisiana Housing Authority (LHA)'s policies for the administration of the program in accordance with the requirements of the U. S. Department of Housing and Urban Development (HUD), hereafter referenced as HUD Requirements. Those requirements are incorporated by reference and include applicable law (notably 42 U. S. Code § 1437f as amended by the Housing Through Modernization Act of 2016 (HOTMA) and HUD regulations, notices and directives and the Louisiana Permanent Supportive Housing statute referenced in Chapter 1 below). The following regulations are particularly critical:

- 24 CFR 5** Definition of Income, Income Limits, Rent, and Reexamination of Family Income for the Section 8 Housing Assistance Payments Program and other Related Programs
- 24 CFR 982** Section 8 Tenant-Based Assistance: Housing Choice Voucher Program (TBV)
- 24 CFR 983** Section 8 Project-Based Voucher Program (PBV)
- 24 CFR 985** Section 8 Management Assessment Program (SEMAP)

In the event of a conflict or inconsistency between HUD Requirements and this Plan, HUD Requirements govern.

## **UNIQUE ASPECTS OF LOUISIANA HOUSING AUTHORITY (LHA) PROGRAM**

Louisiana Housing Authority (LHA) is part of Louisiana Housing Corporation. The State of Louisiana has been provided \$20 million under the federal Project-Based Voucher Program (PBV) and \$50 million under the federal Shelter Plus Care program for the provision of 3,000 units of permanent supportive housing, under the Supplemental Appropriations Act of 2008, P.L. 110-252 (the Act). The Act provides that the State or its designee or designees may act in all respects as a public housing agency. Louisiana Housing Authority (LHA) will function as a public housing agency. The legislation, contained in Chapter Six of the Act, provides as follows:

### **Permanent Supportive Housing (PSH)**

*For the provision of 3,000 units of Permanent Supportive Housing (PSH) as referenced in the Road Home Program of the Louisiana Recovery Authority approved by the Secretary of Housing and Urban Development, \$73,000,000, to remain available until expended, of which \$20,000,000 shall be for project-based vouchers under section 8(o)(13) of the United States Housing Act of 1937 (42 U. S. Code § 1437f (o)(13)), including administrative expenses not to exceed \$3,000,000, and \$50,000,000 shall be for grants under the Shelter Plus Care program as authorized under subtitle F of title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11403 et seq.):*

*Provided, That the Secretary of Housing and Urban Development shall, upon request, make funds available under this paragraph to the State of Louisiana or its designee or designees, upon request: Provided further, That notwithstanding any other provision of law, for the purpose of administering the amounts provided under this paragraph, the State of Louisiana or its designee or designees may act in all respects as a public housing agency as defined in section 3(b)(6) of the United States Housing Act of 1937 (42 U. S. Code §1437a(b)(6)): Provided further, That subparagraphs (B) and (D) of section 8(o)(13) of the United States Housing Act of 1937 (42 U. S. Code § 1437f (13)) shall not apply with respect to vouchers made available under this paragraph.*

The appropriation and the Louisiana Road Home Permanent Supportive Housing (PSH) Program were established as part of the State's recovery program in response to Hurricanes Katrina and Rita. Consequently, the program outlined in this Administrative Plan is designed to aid in the recovery and return of hurricane evacuees and areas severely impacted by Hurricanes Katrina and Rita. Commencing January 1, 2018, in recognition of multiple disasters throughout the State including Presidentially declared disasters in 56 of the 64 parishes after the March and August 2016 floods, the Permanent Supportive Housing (PSH) Project-Based Voucher program extended its operation to serve households with living situations disrupted by Louisiana Presidentially declared disasters state-wide. In view of the impact on affordable housing generally throughout Louisiana of the multiple disasters, the LHA's PSH program also prioritizes populations who would have been a high priority under the Road Home Program.

The Road Home Program approved by the United States Department of Housing and Urban Development (HUD) described the Permanent Supportive Housing (PSH) initiative. See the description in Exhibit A attached. The Road Home Program originally committed \$72.9 million in Community Development Block Grant (CDBG) funds for supportive services in connection with the 3,000 Permanent Supportive Housing (PSH) units, or approximately \$5,000 per unit per year for 5 years.

Aspects of the tenant selection process have been implemented by the Louisiana Department of Health (LDH) and Hospitals or designee, which in turn has a Cooperative Endeavor Agreement with Louisiana Housing Authority (LHA) to perform these services. The LHA may use other entities to assist with this process, such as local Continuums of Care (CoCs).

Further, the Consolidated Appropriations Act, 2022, provides at Sec. 433 of the Transportation, Housing and Urban Development, and Related Agencies Appropriations Act, 2022: *Any obligated balances from amounts made available for project-based vouchers under the heading "Permanent Supportive Housing" in chapter 6 of title III of Public Law 110-252 may be used for tenant-based rental assistance under section 8(o) of the United States Housing Act of 1937 (42 U.S.C. 1437f(o)).*

This change allows Louisiana Housing Authority (LHA) to administer its Permanent Supportive Housing (PSH) section 8 program as Project-Based Vouchers (PBV) and Tenant-Based Vouchers (TBV). With this expansion, Louisiana Housing Authority (LHA) administrative plan will now cover both Project-Based Voucher (PBV) provisions and Tenant-Base Voucher (TBV) provisions.

## **CHAPTER 1 EQUAL OPPORTUNITY**

### **1.1 Fair Housing**

Louisiana Housing Authority (LHA) will not discriminate based on race, color, creed, religion, national or ethnic origin or citizenship, ancestry, sex, familial status, disability, sexual orientation, gender identity, military/veteran status, source of income, age or other basis prohibited by local, state, or federal law in any aspect of its housing programs.

Louisiana Housing Authority (LHA) will promote equal opportunity and nondiscrimination in compliance with all state and federal laws and regulations including but not limited to The Fair Housing Amendments Act of 1988, Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act (ADA-1990), Title VI of the Civil Rights Act and the Age Discrimination Act of 1975.

To further its commitment to full compliance with applicable civil rights laws, Louisiana Housing Authority (LHA) will provide Federal/State/local information to applicants for and participants in the program regarding discrimination and any recourse available to them if they believe they may be victims of discrimination. Such information will be made available with the application, and all applicable Fair Housing Information and Discrimination Complaint Forms will be made available at Louisiana Housing Authority (LHA) office. In addition, all written information and advertisements will contain the appropriate Equal Opportunity language and logo.

Louisiana Housing Authority (LHA) will assist any family that believes they have suffered illegal discrimination by providing copies of the Housing Discrimination Form. Louisiana Housing Authority (LHA) will also assist in completing the form, if requested, and will provide the address of the nearest HUD Office of Fair Housing and Equal Opportunity.

### **1.2 Providing Information in Languages other than English**

See Louisiana Housing Authority (LHA)'s Language Access Plan, attached as Exhibit B.

### **1.3 Reasonable Accommodation**

Sometimes people with disabilities may need reasonable accommodation in order to take full advantage of Louisiana Housing Authority (LHA) housing programs and related services. When such accommodations are granted, they do not confer special treatment or advantage for the person with a disability; rather, they make the program fully accessible to them in a way that would otherwise not be possible due to their disability. Because disabilities are not always apparent, Louisiana Housing Authority (LHA) will ensure that all applicants/participants are aware of the opportunity to request reasonable accommodations and may assist applicants/participants where appropriate and practicable.

### **1.4 Violence against Women Act Violence against Women Act (VAWA) Protections**

Louisiana Housing Authority (LHA) will assure that the protections of 24 CFR Part 5, Subpart L, supplemented by expanded protections in the Violence Against Women Reauthorization Act and the Violence Against Women Acts of 2013 and 2022 (VAWA), for victims of domestic violence, dating violence, stalking or sexual assault, are fully applied to the program. These protections



include, without limitation and as further explained and qualified in the law and regulations, notice to tenants of their rights under VAWA, notice to owners and management agents of their rights and obligations under VAWA, the right of applicants not to be denied admission to the program on the basis that the applicant is or has been a victim of domestic violence, dating violence, stalking or sexual assault, and the right of tenants who are victims or threatened victims of actual or threatened incidents of domestic violence, dating violence, stalking or sexual assault – regardless of sex, gender identity or sexual orientation - not to have such incidents construed as good cause to terminate tenancy or assistance.

### **1.5 Equal Access**

Program resources shall be made available to households without regard to actual or perceived sexual orientation, gender identity, or marital status. Neither Louisiana Housing Authority (LHA) nor any administrator of the program, owner or manager of housing assisted by the program may inquire about the sexual orientation or gender identity of an applicant for, or occupant of, a program unit. This prohibition on inquiries does not prohibit any individual’s voluntary self-identification of sexual orientation or gender identity or inquiries made for the purpose of determining the number of bedrooms to which a household may be entitled. If Louisiana Housing Authority (LHA) receives a complaint regarding equal access, Louisiana Housing Authority (LHA) will take the actions specified in HUD Notice PIH 2014-20 and other applicable HUD requirements.

DRAFT

## **CHAPTER 2 SPECIAL PURPOSE VOUCHER PROGRAMS**

Special Purpose Vouchers are funded by Congress in separate appropriations from regular Housing Choice Voucher (HCV) program funding to target specific populations. Louisiana Housing Authority (LHA)'s special purpose vouchers include vouchers for the following programs:

- Veterans Affairs Supportive Housing (VASH)
- Mainstream: Non-elderly and Disabled (NED)
- Emergency Housing Vouchers (EHV)

### **HUD/VETERANS AFFAIRS SUPPORTIVE HOUSING (VASH) - LAKE CHARLES AREA**

#### **2.1 Overview**

Louisiana Housing Authority (LHA) has been awarded Housing and Urban Development-Veterans Affairs Supportive Housing (VASH) vouchers that Louisiana Housing Authority (LHA) will administer as tenant-based vouchers. Veterans Affairs Supportive Housing (VASH) vouchers administered in partnership with the Veteran Affairs Health Care System (VAHCS) will assist homeless veterans and their families in the Lake Charles area with Veterans Affairs Health Care System (VAHCS) providing case management. Louisiana Housing Authority (LHA) reserves the right to project-base these units as well.

Louisiana Housing Authority (LHA) will administer the HUD-Veterans Affairs Supportive Housing (VASH) vouchers in a manner that adheres to all applicable requirements of the program, including applicable tenant-based voucher requirements at 24 CFR Part 982 and applicable HUD-Veterans Affairs Supportive Housing (VASH).

Applicable HUD-Veterans Affairs Supportive Housing (VASH) program requirements include waivers and alternative requirements authorized by the HUD-Veterans Affairs Supportive Housing (VASH) program statute and detailed in the Revised Operating Requirements published in the Federal Register on March 23, 2012 (77 Fed. Reg. 17086-17090) and after September 26, 2021, the revised implementation requirements published on March 27, 2021 (86 Fed. Reg. 53207-53213). This and other documents pertinent to the program are on the HUD-Veterans Affairs Supportive Housing (VASH) website at:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/hcv/vash](https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/vash). The provisions of this Administrative Plan are applicable to HUD-Veterans Affairs Supportive Housing (VASH) vouchers except where inconsistent with requirements of the HUD-Veterans Affairs Supportive Housing (VASH) program, in which case the latter requirements are applicable.

#### **2.2 Eligibility and Screening**

Screening will include income eligibility and sex offender screening only. All family members will be screened and denied if they have a lifetime sex offender registration requirement. Enterprise Income Verification (EIV), prior debt and adverse termination screening do not apply to Veterans Affairs Supportive Housing (VASH) families.

### **2.3 Housing Search, Lease-up and Portability**

The initial voucher term will be 120 days. Initial leases may be less than one year if a shorter lease term would improve housing opportunities for the tenant.

Veterans Affairs Supportive Housing (VASH) voucher holders may use their voucher to live on the grounds of any VA Medical Center (VAMC) unit owned by the VA Medical Center (VAMC).

Participants may only reside in jurisdictional areas that are accessible to case management services as determined by the partnering VA Medical Center (VAMC) and LDH. In all cases of portability, the initial facility must be consulted prior to the move and provide written confirmation that case management will continue to be provided in the family's new location.

If the receiving Public Housing Authority (PHA) does not administer a HUD-Veterans Affairs Supportive Housing (VASH), it must always bill the initial Public Housing Authority (PHA). If the receiving Public Housing Authority (PHA) does administer HUD-Veterans Affairs Supportive Housing (VASH), it may only absorb the family if the voucher type is available and case management will be provided through facilities in partnership with the receiving Public Housing Authority (PHA). In all cases of portability within the same catchment area, the initial facility will determine which facility will provide the family with case management moving forward. This determination will affect whether the receiving Public Housing Authority (PHA) can absorb the family.

### **2.4 Tenancy Issues**

If the participant dies, the voucher remains with the remaining members of the tenant family. If the participant is a veteran, the Public Housing Authority (PHA) may issue a regular tenant-based voucher and free up the Veterans Affairs Supportive Housing (VASH) voucher.

In the case of split families, i.e., divorce, the voucher remains with the participant.

A family may be terminated for failure to participate if required case management is rejected. However, if community partners determine that the participating family no longer requires case management, the participant will not be terminated.

Families are entitled to informal hearings and reviews.

## **MAINSTREAM VOUCHER PROGRAM - Non-elderly and Disabled (NED)**

### **Overview**

Mainstream vouchers assist non-elderly persons with disabilities and their families in the form of either project-based or tenant-based voucher assistance. Aside from separate funding appropriations and serving a specific population, Mainstream vouchers follow the same program requirements as standard vouchers.

The Mainstream voucher program – non-elderly and disabled (NED) program, was previously referred to as Mainstream 5-Year program or the Section 811 voucher program. The Mainstream voucher program was authorized under the National Affordable Housing Act of 1990. Mainstream vouchers operated separately from the regular Housing Choice Voucher (HCV) program until the passage of the Frank Melville Supportive Housing Investment Act of 2010. Funding for Mainstream voucher renewals and administrative fees was first made available in 2012. In 2017 and 2019, incremental vouchers were made available for the first time since the Melville Act (in addition to renewals and administrative fees). Public Housing Authorities (PHA) were invited to apply for a competitive award of Mainstream vouchers under the FY17 and FY19 NOFAs. In 2020, Notice PIH 2020-22 provided an opportunity for any Public Housing Authority (PHA) administering a Housing Choice Voucher (HCV) program to apply for Mainstream vouchers noncompetitively. Notice PIH 2020-09 authorized an increase in Mainstream voucher units and budget authority for those Public Housing Authority (PHAs) already awarded Mainstream vouchers under the FY17 and FY19 NOFAs.

Funds for Mainstream vouchers may be recaptured and reallocated if Louisiana Housing Authority (LHA) does not comply with all program requirements or fails to maintain a utilization rate of eighty (80%) percent for Louisiana Housing Authority (LHA)'s Mainstream vouchers.

#### **Eligibility and Screening [Notice PIH 2020-01 and Notice PIH 2020-22]**

Mainstream vouchers administered by Louisiana Housing Authority (LHA) in partnership with the Louisiana Department of Health (LDH) providing case management are expected to assist must be used to serve non-elderly persons with disabilities and their families, defined as any family that includes a person with disabilities who is at least 18 years old and not yet 62 years old as of the effective date of the initial HAP contract. The eligible disabled household member does not need to be the head of household.

The definition of person with disabilities for purposes of Mainstream vouchers is the statutory definition under section 3(b) (3)(E) of the 1937 Act, which is the same as is used for allowances and deductions in the Housing Choice Voucher (HCV) program.

Existing families receiving Mainstream vouchers, where the eligible family member is age 62 or older, will not “age out” of the program as long as the family was eligible on the first day of assistance under a HAP contract.

Louisiana Housing Authority (LHA) must not have a separate waiting list for Mainstream voucher assistance as Louisiana Housing Authority (LHA) is required by the regulations to maintain one waiting list for tenant-based assistance [24 CFR 982.204(f)]. All Louisiana Housing Authority (LHA) policies on opening, closing, and updating the waiting list, as well as waiting list preferences apply to the Mainstream program. Targeted preference group claimed as part of the application for Mainstream vouchers are 08/28/2019.

Upon turnover, vouchers must first be offered to Mainstream-eligible families. If a Mainstream turnover voucher becomes available, Louisiana Housing Authority (LHA) must determine if the families at the top of the waiting list qualifies under program requirements.

## **Housing Search, Lease-up and Portability**

Mainstream voucher participants are eligible for portability under standard portability rules and all Louisiana Housing Authority (LHA) policies regarding portability apply to Mainstream families. If the receiving Public Housing Authority (PHA) does not administer a Mainstream voucher, it must always bill the initial Public Housing Authority (PHA). If the receiving Public Housing Authority (PHA) does administer Mainstream vouchers, it may only absorb the family if the voucher type is available and case management can be provided through facilities in partnership with the receiving Public Housing Authority (PHA). In all cases of portability within the same catchment area, the Louisiana Department of Health (LDH) will determine which agency will provide the family with case management moving forward. This determination will affect whether the receiving Public Housing Authority (PHA) can absorb the family.

### **Tenancy Issues**

If the participant dies, the voucher remains with the remaining members of the tenant family. In the case of a split family, i.e., divorce, the voucher remains with the participant.

Families are entitled to informal hearings and reviews.

## **EMERGENCY HOUSING VOUCHERS (EHV)**

### **Overview**

On March 11, 2021, President Biden signed the American Rescue Plan Act of 2021 (ARP) (P.L. 117-2). Section 3202 of the ARP appropriated \$5 billion for the creation, administration, and renewal of new incremental emergency housing vouchers (EHVs) and other eligible expenses related to COVID-19.

On May 5, 2021, HUD issued Notice PIH 2021-15, which described HUD's process for allocating approximately 70,000 EHVs to eligible Public Housing Authority (PHA)s and set forth the operating requirements for Public Housing Authority (PHA)s who administer them. Based on criteria outlined in the notice, HUD notified eligible Public Housing Authorities (PHA)s of the number of EHVs allocated to their agency, and Public Housing Authority (PHA)s were able to accept or decline the invitation to participate in the program.

Louisiana Housing Authority (LHA) may not project-base Emergency Housing Vouchers (EHVs). EHVs are exclusively tenant-based assistance. All applicable nondiscrimination and equal opportunity requirements apply to the EHV program, including requirements that Louisiana Housing Authority (LHA) grant reasonable accommodations to persons with disabilities, effectively communicate with persons with disabilities, and ensure meaningful access for persons with limited English proficiency (LEP).

This chapter describes HUD regulations and Louisiana Housing Authority (LHA) policies for administering (Emergency Housing Vouchers (EHVs)). Except as addressed by this chapter and as required under federal statute and HUD requirements, the general requirements of the Housing Choice Voucher (HCV) program apply to EHVs.

The American Rescue Plan Act of 2021 (ARP) provides administrative fees and funding for the costs of administering Emergency Housing Vouchers (EHVs) and other eligible expenses defined in Notice PIH 2021-15. These fees may be used exclusively for EHV administration and other eligible expenses and must not be used for or applied to other Louisiana Housing Authority (LHA) programs or vouchers. Louisiana Housing Authority (LHA) must maintain separate financial records from its regular Housing Choice Voucher (HCV) funding for all EHV funding.

### **Housing Assistance Payments (HAP) Funding**

American Rescue Plan (ARP) funding obligated to Louisiana Housing Authority (LHA) as Housing Assistance Payments (HAP) funding may only be used for eligible EHV HAP expenses (i.e., rental assistance payments). EHV HAP funding may not be used for EHV administrative expenses or for the eligible uses under the EHV services fee. The initial funding term will expire December 31, 2022. HUD will provide renewal funding to Louisiana Housing Authority (LHA) for the EHVs on a calendar year (CY) basis commencing with CY 2023. The renewal funding allocation will be based on Louisiana Housing Authority (LHA)'s actual EHV HAP costs in leasing, like the renewal process for the regular Housing Choice Voucher (HCV) program. EHV renewal funding is not part of the annual Housing Choice Voucher (HCV) renewal funding formula. EHVs are renewed separately from the regular Housing Choice Voucher (HCV) program.

All renewal funding for the duration of the EHV program has been designated as part of the ARP funding.

### **Administrative Fee and Funding**

The following four types of fees and funding are allocated as part of the EHV program:

- **Preliminary Fees** support immediate start-up costs that the Public Housing Authority (PHA) will incur in implementing alternative requirements under EHV, such as outreach and coordination with partnering agencies:
  - \$400 per EHV allocated to Louisiana Housing Authority (LHA), once the Consolidated Annual Contributions Contract (CACC) is amended.
  - This fee may be used for any eligible administrative expenses related to EHVs.
  - The fee may also be used to pay for any eligible activities under EHV service fees.
- **Placement Fees/Expedited Issuance Reporting Fees** will support initial lease-up costs and the added cost and effort required to expedite leasing of EHVs:
  - \$100 for each EHV initially leased, if Louisiana Housing Authority (LHA) reports the voucher issuance date in Public Housing Information Center–Next Generation (PIC–NG) system within fourteen (14) days of voucher issuance or the date the system becomes available for reporting.
    - Placement fees:
      - a) \$500 for each EHV family placed under a HAP contract effective within four (4) months of the effective date of the ACC funding increment; or
      - b) \$250 for each EHV family placed under a HAP contract effective after four (4) months but less than six (6) months after the effective date of the ACC funding increment.

c) HUD will determine placement fees in the event of multiple EHV allocations and funding increment effective dates.

- Placement/expedited issuance fees only apply to the initial leasing of the voucher and are not paid for family moves or to turnover vouchers.
- **Ongoing Administrative Fees**, which are calculated in the same way as the standard Housing Choice Voucher (HCV) program:
  - Louisiana Housing Authority (LHA) is allocated administrative fees using the full column of administrative fee amount for each EHV under contract as of the first day of each month.
  - Ongoing EHV administrative fees may be subject to proration in future years, based on availability of EHV funding.
- **Services Fees** are a one-time fee to support Louisiana Housing Authority's (LHA) efforts to implement and operate an effective EHV services program.
  - The fee is allocated once Louisiana Housing Authority (LHA)'s Consolidated Annual Contribution Contract (CACC) is amended to reflect EHV funding.
  - The amount allocated is three thousand five hundred (\$3,500) dollars for each EHV allocation can be used to cover fees related to the following:

**Eligible Uses of Service Fees Include:**

**Housing Search Assistance**, which may include activities such as, but not limited to, helping a family identify and visit potentially available units during their housing search, helping to find a unit that meets the household's disability related needs, providing transportation and directions, assisting with the completion of rental applications and Louisiana Housing Authority (LHA) forms, and helping to expedite the EHV leasing process for the family.

**Application Fees/Non-refundable Administrative or Processing Fees/Refundable Application Deposit Assistance.** Louisiana Housing Authority (LHA) may choose to assist the family with some or all these expenses.

**Security Deposit Assistance.** The amount of the security deposit assistance may not exceed the lesser of two months' rent to owner, the maximum-security deposit allowed under applicable state and/or local law, or the actual security deposit required by the owner. Louisiana Housing Authority (LHA) will pay the security deposit assistance directly to the owner.

**Utility Deposit Assistance/Utility Arrears.** Louisiana Housing Authority (LHA) may provide utility deposit assistance for some or all the family's utility deposit expenses. Assistance can be provided for deposits (including connection fees) required for the utilities to be supplied by the tenant under the lease. Louisiana Housing Authority (LHA) may also provide the family with assistance to help address these utility arrears to facilitate leasing.

**Owner Recruitment and Outreach for EHV's.** Louisiana Housing Authority (LHA) may use the service fee funding to conduct owner recruitment and outreach specifically for

EHVs. In addition to traditional owner recruitment and outreach, activities may include conducting pre-inspections or otherwise expediting the inspection process, providing enhanced customer service, and offering owner incentive and/or retention payments.

**Owner Incentive and/or Retention Payments.** Louisiana Housing Authority (LHA) may make incentive and retention payments to owners that agree to initially lease their unit to an EHV family and/or renew the lease of an EHV family as follows:

- An incentive payment may be made as a single payment at the beginning of an assisted lease term. Upon signing the Housing Assistance Payment (HAP) Agreement, the partnering agency may pay the landlord an incentive in the amount of one month rent, not to exceed Louisiana Housing Authority (LHA) payment standard for the area.
- Additional incentives for damages or additional security deposits will only be considered on a case-by-case basis but will never exceed two times the rent charged for the unit.

**Moving Expenses.** Louisiana Housing Authority (LHA) may choose to assist the family with some or all this cost.

**Essential Household Items.** Louisiana Housing Authority (LHA) may use service fee funding to assist the family with some or all of the costs of acquiring essential household items.

**Renter's insurance if required by the Lease.** Louisiana Housing Authority (LHA) may choose to assist the family with some or all this cost.

## **PARTNERING AGENCIES**

### **CONTINUUM OF CARE (COC)**

The Louisiana Housing Authority (LHA) has accepted an allocation of EHVs and is required to enter into a Memorandum of Understanding (MOU) with the Continuum of Care (CoC) to establish a partnership for the administration of EHVs.

Louisiana Housing Authority (LHA) has entered into a Memorandum of Understanding (MOUS) with the following Continuum of Care (CoC) agencies:

- Unity of Greater New Orleans
- Balance of State Continuum of Care
- Acadian Regional Coalition on Homelessness (ARCH)
- Northlake
- Northeast La-COC (NELA)
- Hope Connections



## **REFERRALS**

The primary responsibility of the Continuum of Care (CoC) under the Memorandum of Understanding (MOU) with Louisiana Housing Authority (LHA) is to make direct referrals of qualifying individuals and families to Louisiana Housing Authority (LHA). Louisiana Housing Authority (LHA) must refer a family that is seeking EHV assistance directly from Louisiana Housing Authority (LHA) to the CoC or other referring agency for initial intake, assessment, and referral for EHV assistance. Partnering CoCs are responsible for determining whether the family qualifies under one of the four eligibility categories for EHV. The CoC or other direct referral partner must provide supporting documentation to Louisiana Housing Authority (LHA) of the referring agency's verification that the family meets one of the four eligible categories for EHV assistance.

The CoC or partnering agency must establish and implement a system to identify EHV-eligible individuals and families within the agency's caseload and make referrals to Louisiana Housing Authority (LHA). The CoC or other partnering agency must certify that the EHV applicants they refer to Louisiana Housing Authority (LHA) meet at least one of the four EHV eligibility criteria. Louisiana Housing Authority (LHA) will maintain a copy of the referral or certification from the CoC or other partnering agency in the participant's file along with other eligibility paperwork. Homeless service providers may, but are not required to, use the certification form found in Notice PIH 2021-15. Victim services providers may, but are not required to, use the certification form found in Notice PIH 2021-15 when identifying eligible families who qualify as victims of human trafficking.

As part of the MOU, Louisiana Housing Authority (LHA) and CoC or other partnering agency will identify staff positions to serve as lead EHV liaisons. These positions will be responsible for transmission and acceptance of referrals. The CoC or partnering agency must commit sufficient staff and resources to ensure eligible individuals and families are identified and determined eligible in a timely manner.

Louisiana Housing Authority (LHA) liaison responsible for acceptance of referrals will contact the CoC or partnering agency liaison via email indicating the number of vouchers available and requesting an appropriate number of referrals. No more than five business days from the date the CoC or partnering agency receives this notification, the CoC or partnering agency liaison will provide Louisiana Housing Authority (LHA) with a list of eligible referrals including the name, address, and contact phone number for each adult individual who is being referred; a completed release form for each adult family member; and a written certification for each referral indicating they are EHV-eligible.

### **Offers of Assistance with CoC Referral**

Louisiana Housing Authority (LHA) may make an EHV available without a referral from the CoC or other partnering organization in order to facilitate an emergency transfer under Violence Against Women Act (VAWA) in accordance with the Public Housing Authority (PHA)'s Emergency Transfer Plan.

Louisiana Housing Authority (LHA) must also take direct referrals from outside the CoC if:

- The CoC does not have a sufficient number of eligible families to refer to Louisiana Housing Authority (LHA); or
- The CoC does not identify families that may be eligible for EHV assistance because they are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking.

If at any time Louisiana Housing Authority (LHA) is not receiving enough referrals or is not receiving referrals in a timely manner from the CoC or other partner referral agencies (or Louisiana Housing Authority (LHA) and CoC cannot identify any such alternative referral partner agencies), HUD may permit Louisiana Housing Authority (LHA) on a temporary or permanent basis to take EHV applications directly from applicants and admit eligible families to the EHV program in lieu of or in addition to direct referrals in those circumstances.

DRAFT

## **CHAPTER 3 PROJECT-BASED VOUCHER (PBV)-SPECIFIC REQUIREMENTS (24 CFR 983)**

### **3.1 General Requirements - Overview**

The Project-Based Voucher (PBV) program allows Public Housing Authority (PHA) to attach funding to specific units rather than using it for tenant-based assistance. Program requirements for attaching Project-Based Voucher (PBV) assistance to units – see 24 C.F.R. 983, as amended by regulation or superseded by any applicable law (the regulations attached as Exhibit C). Repetition of or citation to any provision of the regulations, or omission of any such repetition or citation, in this administrative plan is for convenience only. The regulations fully apply, except as explained in the next paragraph. With that exception, in the event of any inconsistency between the regulations and this administrative plan, the regulations govern.

The Act provides that paragraphs (B) and (D) of the Project-Based Voucher (PBV) statute, Section 8 (o) (13) of the United States Housing Act of 1937, shall not apply to this program. Accordingly, provisions of the Regulations relating to those sections of the Project-Based Voucher (PBV) statute also shall not apply. The statutory provisions that are inapplicable are as follows:

(B) PERCENTAGE LIMITATION – Not more than 20 percent of the funding available for tenant-based assistance under this section that is administered by the agency may be attached to structures pursuant to this paragraph.”

(D) INCOME MIXING REQUIREMENT:

- (i) IN GENERAL – Not more than 25% of the dwelling units in any building may receive assistance under a housing assistance payment contract for project-based assistance pursuant to this paragraph.
- (ii) EXCEPTIONS – The limitations under clause (i) shall not apply in the case of assistance under a contract for housing consisting of single-family properties or for dwelling units that are specific to households comprised of elderly families, disabled families, and families receiving supportive services.

In addition, some requirements cannot apply because Louisiana Housing Authority (LHA) has no tenant-based vouchers.

Unless made inapplicable by the Project-Based Voucher (PBV) program regulations in accordance with 24 C.F.R. 983.2, regulations for the tenant-based voucher program also apply to the Project-Based Voucher (PBV) program and its participants.

**Relocation Requirements:** See the Regulations, section 983.7.

**Equal Opportunity Requirements:** See the Regulations, section 983.8, and Chapter 1 of this Administrative Plan.

### **3.2 Owner Proposal Selection Procedures**

Louisiana Housing Authority (LHA) will select Project-Based Voucher (PBV) proposals in accordance with the selection procedures in this administrative plan. Proposals will be selected in accordance with the Regulations, 983.51. Before selecting a Project-Based Voucher (PBV) proposal, Louisiana Housing Authority (LHA) will ensure that the Project-Based Voucher (PBV) proposal complies with HUD requirements, including a determination that the property qualifies as eligible housing, and meets the site selection standards in accordance with Regulations: 983.57.

Louisiana Housing Authority (LHA) anticipates that a substantial number of units will be selected in accordance with Regulations, 983.51(b) (2). It provides for selection without a request for proposals where the project has been selected within three years of the Project-Based Voucher (PBV) proposal selection date under a federal, state or local program that requires competitive selection of proposals (notably, 9%) Low- Income Housing Tax Credits (LIHTC). New units may be added at any time during the term of the HAP contract without being subject to competitive selection procedures.

From time to time, Louisiana Housing Authority (LHA) also selects properties through a Request for Proposal Owner Solicitation described in detail below.

As appropriate, Louisiana Housing Authority (LHA) will also lease units in place for persons who are eligible for the PSH program.

Louisiana Housing Authority (LHA) will decide what housing type, new construction, rehabilitation or existing housing, will be used to develop Project-Based Voucher (PBV) housing. The housing type must be disclosed in the solicitation of proposals.

#### **Louisiana Housing Authority (LHA)-Owned Units**

Louisiana Housing Authority (LHA)-owned unit may be assisted under the Project-Based Voucher (PBV) program only if the HUD field office or HUD approved independent entity reviews the selection process and determines that Louisiana Housing Authority (LHA)- owned units were appropriately selected based on the selection procedures specified in this Administrative Plan. If a property is Louisiana Housing Authority (LHA)-owned or controlled by Louisiana Housing Authority (LHA), Louisiana Housing Authority (LHA) must identify the independent entity that will review Louisiana Housing Authority (LHA)'s proposal selection process (unless Louisiana Housing Authority (LHA) will ask HUD to do this) and perform specific functions with respect to rent determinations and inspections and the length of the Housing Assistance Payments (HAP) Contract term and any term extension. See Sections 983.51(e) and 983.59 of the Regulations as well as PIH Notice 2017-21.

#### **Prohibition of Assistance for Certain Units**

See Sections 983.53 and 983.54 of the Regulations.

#### **Definition of Property**

For purposes of this Plan, an eligible project may be a single building, multiple contiguous buildings, or multiple buildings on contiguous parcels of land.

### **Subsidy Layering**

Louisiana Housing Authority (LHA) will provide Project-Based Voucher (PBV) assistance in accordance with the HUD subsidy layering regulation, 24 C.F.R. 4.13. Contracts for existing structures are exempt from subsidy layering. Transactions where a subsidy layering review conducted by Louisiana Housing Corporation and included a review of Project-Based Voucher (PBV) assistance in accordance with HUD's subsidy layering review guidelines, are exempt from further subsidy layering review. See Section 983.55 of the Regulations.

### **Site Selection Standards**

Louisiana Housing Authority (LHA)'s goal is to select sites for Project-Based Voucher (PBV) housing that provide for deconcentrating poverty and expanding housing and economic opportunities. In complying with this goal, Louisiana Housing Authority (LHA) will seek sites for Project-Based Voucher (PBV) housing in census tracts that have poverty concentrations of 20% or less. Louisiana Housing Authority (LHA) may provide for location of Project-Based Voucher (PBV) housing in other locations when it is determined that the Project-Based Voucher (PBV) assistance will complement other local redevelopment activities designed to deconcentrate poverty and expand housing and economic opportunities in census tracts with poverty concentrations greater than 20%, or otherwise support the goals of the PSH initiative, such as:

- A census tract in which the proposed Project-Based Voucher (PBV) development will be located in a HUD designated Enterprise Zone, Economic Community, or Renewal Community.
- A census tract where the concentration of assisted units will be or has decreased as a result of public housing demolition.
- A census tract in which the proposed Project-Based Voucher (PBV) development will be located is undergoing significant revitalization.
- A census tract where state, local, or federal dollars were invested in the area that has assisted in the achievement of the statutory requirement.
- A census tract where new market rate units may be developed, and such market rates units will positively impact the poverty rate in the area.
- If the poverty rate in the area where the proposed Project-Based Voucher (PBV) development will be located is greater than 20%, the Public Housing Authority (PHA) will consider whether in the past 5 years there has been an overall decline in the poverty rate.
- A census tract where there are meaningful opportunities for educational and economic advancement.

For further requirements, see section 983.57 of the Regulations.

The HUD-approved Road Home Program required a specific geographic distribution of PSH supportive services funded by Community Development Block Grant (CDBG). The current source of funding for services is Medicaid. Project-Based Voucher (PBV) project locations will be selected in accordance with need, considering the demand for PSH in various locations.

## **Environmental Review**

See Section 983.58 of the Regulations. The Housing and Economic Recovery Act of 2008 provides that environmental review requirements do not apply to Project-Based Voucher (PBV) for existing housing, except to the extent otherwise required by law or regulations.

## **Request for Proposal Process**

- a) Project-Based Voucher (PBV) awarded via request for proposals, Louisiana Housing Authority (LHA) will advertise the availability of project-based vouchers in general circulation, local newspapers and in other publications targeted to minority communities.

The advertisement will contain summary information about the number of vouchers available; minimum requirements for proposed units; the types of housing to be used; the services to be provided by project sponsors or others; timeframes for the completion of any necessary construction or repairs and for the availability of proposed units for occupancy by program families; the criteria that will be used to select proposals; and the deadline for proposals, if any. Any such deadline will be no sooner than thirty days after the date of the initial advertisement.

Prospective offerors will be directed to request a Request for Proposals (RFP) packet from Louisiana Housing Authority (LHA). The packet will include the public notice, detailed information about the Project-Based Voucher (PBV) program and the selection process, and any forms to be used will be included with the proposal.

Proposals must be received by Louisiana Housing Authority (LHA) by the date and time specified in the RFP, if Louisiana Housing Authority (LHA) chooses to provide a discreet submission period. Proposals may be mailed, sent by private delivery service, or hand-delivered to Louisiana Housing Authority (LHA)'s administrative offices. Proposals submitted by fax or e-mail will not be accepted.

Alternatively, Louisiana Housing Authority (LHA) may choose to issue a request for proposals without an expiration date, under which proposals will be reviewed in the order they are received, and Louisiana Housing Authority (LHA) may award Project-Based Voucher (PBV) to projects that meet Louisiana Housing Authority (LHA) standards for award.

- b) Proposal Review and Selection

- 1) Selection based on submissions received prior to a deadline.

If Louisiana Housing Authority (LHA) uses this selection method, within fifteen (15) working days of the proposal deadline, Louisiana Housing Authority (LHA) will review all proposals to determine whether proposed units meet Louisiana Housing Authority (LHA)'s minimum requirements as stated in the RFP. Proposals that do not meet these minimum requirements will be deemed non-responsive. Proposals determined to be non-responsive will be rejected. Offers' will be notified in writing of the reason(s) that the units have been rejected. Louisiana Housing Authority (LHA) will not rate these proposals.

All units remaining in the selection pool will be inspected for compliance with HUD's Housing Quality Standards (HQS) or any successor<sup>1</sup>, and with the Residential Lead-Based Paint Hazard Reduction Act of 1992 as implemented at 24 C.F.R. 35, subpart H.

For existing units, Louisiana Housing Authority (LHA) will conduct an inspection and complete an inspection report identifying UPCS deficiencies to be corrected prior to the execution of the HAP contract.

For units requiring rehabilitation in excess of \$1,000 per unit, Louisiana Housing Authority (LHA) will conduct an UPCS inspection and complete an inspection report listing deficiencies. If the offeror has submitted drawings and/or specifications, Louisiana Housing Authority (LHA) will review the offeror's plan to determine whether additional work items are necessary to bring the units into compliance with UPCS.

Louisiana Housing Authority (LHA) will use information submitted by the offerors and the results of the unit and/or site inspections and other reviews to rate all proposals in the selection pool. Proposals will be rated in accordance with the selection criteria and weighting to include site and unit characteristics, ownership and management experience both with rental housing and with PSH, feasibility, and likelihood that PSH goals can be accomplished. Louisiana Housing Authority (LHA) may add criteria that are relevant to the success of the PSH initiative.

Offerors of units will be promptly notified in writing that their proposals have been selected to receive project-based voucher assistance, subject to compliance with all Louisiana Housing Authority (LHA) and HUD requirements. The notifications will include the work items required to bring the units into compliance with UPCS, and the unit rents proposed by Louisiana Housing Authority (LHA). Offerors will be given ten (10) working days to advise Louisiana Housing Authority (LHA) whether they agree with the terms and conditions proposed.

A notice will be published in a general circulation local newspaper that a proposal has been selected.

Documentation will be available for public inspection regarding the basis for Louisiana Housing Authority (LHA)'s selection.

- 2) Selection based on review of proposals in the order submitted, with no response deadline date.

Louisiana Housing Authority (LHA) will follow the same process, except that Louisiana Housing Authority (LHA) will accept proposals that meet its standard for acceptance as Louisiana Housing Authority (LHA) reviews of such proposals are concluded. Louisiana Housing Authority (LHA) will notify all offerors of the reasons for its decision.

### **3.3 Dwelling Units**

**Housing Quality Standards** - See section 983.101 of the Regulations.

---

<sup>1</sup> HUD is transitioning to the Nspire program.

**Housing Accessibility for Persons with Disabilities** - See section 983.102 of the Regulations and Section III of this administrative plan.

**Inspecting Units** - See section 983.103 of the Regulations.

**Adding Dwelling Units** - As per PIH Notice 2017-21, new units may be added to an existing HAP without competition at any point in time.

### **3.4 Inspection of Units**

**Biennial inspections:** Louisiana Housing Authority (LHA) will conduct an inspection of each assisted unit biannually for all units. Where inspections are conducted by REAC, HOME or the LIHTC program, Louisiana Housing Authority (LHA) will rely on the results of those inspections, as long as Project-Based Voucher (PBV) units were included in the pool of units from which the inspectors randomly sampled. In addition, for those properties with multiple financing sources (Project-Based Voucher (PBV) plus federal, state or local housing program), Louisiana Housing Authority (LHA) may rely on alternative inspection methods that adhere to the HUD requirements. Alternative inspections including, but not limited to, virtual inspections are acceptable inspection methods for Louisiana Housing Authority (LHA).

**Noncompliance:** Irrespective of the inspection schedules outlined above, Louisiana Housing Authority (LHA) will inspect a unit when a participant family or a government official report a condition that if verified would be likely to violate UPCS. If Louisiana Housing Authority (LHA) determines that the unit is not in compliance with Housing Quality Standards (HQS), notice will be sent to the owner advising of repairs needed and scheduling of re-inspection shall occur within 14 days from the date of fail notice. If deficiencies have not been corrected when the unit is re-inspected (including any Louisiana Housing Authority (LHA)-approved extension), HUD requires Louisiana Housing Authority (LHA) to abate housing assistance payments (HAP) no later than the 1st day of the following month after the second failed inspection. No retroactive payments will be made to the owner for the period which the rent was abated. Any additional inspections must be requested by the owner and will be scheduled within 30 days of request. Abatements shall remain in effect during this period. Payments will resume beginning the day the unit pass inspection. During any abatement period the family continues to be responsible for its share of the rent. The owner must not seek payment from the family for abated amounts and may not use the abatement as cause for eviction.

If repairs are not made by the anniversary date of the HAP contract, Louisiana Housing Authority (LHA) may terminate the owner's HAP contract and relocate the family.

If Louisiana Housing Authority (LHA) identified life-threatening or emergency fail (see below) items, the owner will have 24-hours from time owner is notified by Louisiana Housing Authority (LHA) to correct the condition. In the event of extraordinary circumstances such as if a unit is within a presidentially declared disaster area, Louisiana Housing Authority (LHA) may request that HUD waiver the 24-hour or 14-day inspection requirement until such inspections can reasonably be done.



Louisiana Housing Authority (LHA) will bar owners from future participation in the Section 8 program who have three units abated or terminated for non-compliance with UPCS.

If the unit fails UPCS for reasons attributable to the family's care or use of the unit, the family will receive written notification of the actions to be taken and a copy of the notice will be sent to the owner and the tenant's Tenant Services Manager (TSM). Such failure may occur when the family fails to pay for utilities that are to be paid by the family, the family fails to provide or to maintain in working order any appliances that are provided by the family, or a member or guest of the family causes damages to the unit beyond normal wear and tear. The family will be given 30 days, or any Louisiana Housing Authority (LHA) approved extension to correct the deficiency or 24 hours if the condition is determined by Louisiana Housing Authority (LHA) to be life threatening. If the deficiency is not corrected by the family during the time allowed the family's participation in the program will be terminated.

Louisiana Housing Authority (LHA) considers emergency fail items to include but not be limited to:

- No running water
- No electricity
- Inability to maintain adequate heat between the months of October and March 31
- Major plumbing leak
- Natural gas leak
- Broken lock(s) on first floor doors or windows
- Broken windows or other structural problems that unduly allow weather elements into the unit
- Electrical outlet smoking or sparking
- Exposed electrical wires which could result in shock or fire
- Unusable toilet when only one toilet is present in the unit
- Security risks such as broken doors or windows that would allow intrusion

Louisiana Housing Authority (LHA) acknowledges a "duty to inspect." Irrespective of the inspection schedules outlined above, Louisiana Housing Authority (LHA) will inspect a unit when a participant family or a government official report a condition that violates UPCS. The family or the owner may request an inspection at any time if a deficiency exists and if efforts to have the deficiency corrected by the responsible party, owner, or family, have failed. The inspection and Louisiana Housing Authority (LHA)'s follow-up will be conducted as described above.

Louisiana Housing Authority (LHA) will conduct quality control inspections in accordance with applicable HUD SEMAP rules. Each quality control inspection shall be a completely new re-inspection of the unit. An inspection of a failed unit serving to determine if the deficiencies have been corrected will not serve as a quality control inspection.

**Extensions:** For conditions that are not life threatening, Louisiana Housing Authority (LHA) may grant an exception to the required time frames for correcting the violation, if Louisiana Housing Authority (LHA) determines that an extension is warranted.

Extensions may be granted in cases where Louisiana Housing Authority (LHA) has determined that the owner has made good faith effort to correct deficiencies but has been unable to for reasons beyond the owner's control. Reasons may include but not limited to:

- A repair cannot be completed because required parts or service are not available and
- A repair cannot be completed because of weather conditions.

The length of the extension will be determined on a case-by-case basis, but will not exceed 60 calendar days, except in the case of delays caused by inclement weather conditions. In the case of inclement weather conditions, extensions may be continued until the weather has improved sufficiently to make repairs possible. The necessary repairs must be made within 15 calendar days, once the weather conditions have subsided. Louisiana Housing Authority (LHA) will place the owner's HAP on hold if an extension longer than 60 calendar days is granted due to weather.

An extension may also be granted where a reasonable accommodation is needed because the family includes a person with disabilities.

### **3.5 Rehabilitated Housing and New Construction**

There are specific requirements that apply to Project-Based Voucher (PBV) assistance for rehabilitated housing and new construction that do not apply to Project-Based Voucher (PBV) assistance in existing housing. This part describes the requirements unique to this type of assistance.

Housing selected as rehabilitated housing or new construction may not, later, be selected for Project-Based Voucher (PBV) assistance as existing housing.

In order to offer Project-Based Voucher (PBV) assistance in rehabilitated units or new construction, the Public Housing Authority (PHA) must enter into an Agreement to enter into a Housing Assistance Payments Contract (AHAP) with the owner of the property. The AHAP must be in the form required by HUD [Regulations 983.152(a)]. A Public Housing Authority (PHA) may not enter into an AHAP if construction or rehabilitation has commenced after proposal selection [Regulations 983.152(c)].

In the Agreement to enter into a Housing Assistance Payments Contract (AHAP), the owner agrees to develop the Project-Based Voucher (PBV) contract units to comply with UPCS, and the Public Housing Authority (PHA) agrees that upon timely completion of such development in accordance with the terms of the AHAP, the Public Housing Authority (PHA) will enter into a Housing Assistance Payments (HAP) Contract with the owner for the contract units [Regulations 983.152(b)].

### **3.6 Housing Assistance Payments ("HAP") Contract**

A) Louisiana Housing Authority (LHA) must enter into a HAP contract with an owner for units that are receiving Project-Based Voucher (PBV) assistance in a form required by HUD. The purpose of the HAP contract is to provide housing assistance payment for eligible families. Housing assistance is paid for contract units leased and occupied by eligible families during the HAP contract term. The HAP contract must be in the form required by HUD.

B) Execution of the HAP Contract:

Public Housing Authority (PHA) may not enter into a HAP contract until each contract unit has been inspected and the Public Housing Authority (PHA) has determined that the unit complies with the Housing Quality Standards (UPCS). For existing housing, the HAP contract must be executed promptly after the Public Housing Authority (PHA) selects the owner's proposal and inspects the housing units. For newly constructed or rehabilitated housing the HAP contract must be executed after the Public Housing Authority (PHA) has inspected the completed units and has determined that the units have been completed in accordance with the agreements to enter into HAP, and the owner furnishes all required evidence of completion. In the HAP contract, the owner certifies that the units have been completed in accordance with the agreement.

For existing housing, the HAP contract will be executed within 60 days of determining that all units pass UPCS.

For rehabilitated housing, the HAP contract will be executed within 10 business days of determining that the units have been completed in accordance with the AHAP to enter into HAP, all units meet UPCS, and the owner has submitted all required evidence of completion.

C) Terms of HAP Contract:

Louisiana Housing Authority (LHA) will enter into a HAP contract with an owner for an initial term of no less than one year and no more than forty years. The term of all Project-Based Voucher (PBV) HAP contracts will be negotiated with the owner on a case-by-case basis. The length of the term of the HAP Contract can go up to twenty (20) years, plus up to a twenty (20) year extension subject only to the Public Housing Authority (PHA)'s determination that the owner is compliant with the HAP contract and other applicable HUD requirements, for a total of forty (40) years. Louisiana Housing Authority (LHA) will enter into thirty (30) year contracts if it determines that the extension is appropriate to continue to provide affordable housing for low-income families. Louisiana Housing Authority (LHA) may request, as part of the selection process or otherwise as allowable by HUD requirements, that owners agree to accept any extensions of the contract term that Louisiana Housing Authority (LHA) may offer or propose to agree to accept specific numbers of extensions. Except in unusual circumstances where Louisiana Housing Authority (LHA) determines that a shorter contract would further the purposes of the PSH initiative, Louisiana Housing Authority (LHA) will require contracts of at least three (3) years.

For extensions after any extension included in the initial HAP contract, within two years before expiration of the HAP contract or otherwise as allowable by HUD Requirements, Louisiana Housing Authority (LHA) may extend the term of the contract for an additional term or terms of up to fifteen years if Louisiana Housing Authority (LHA) determines an extension is appropriate to continue providing affordable housing for low-income families or to expand housing opportunities. When determining whether or not to extend an expiring Project-Based Voucher (PBV) contract, Louisiana Housing Authority (LHA) will consider several factors including: 1) the cost of extending the contract and the amount of available budget authority; 2) the condition of the contract units; 3) the owner's record of compliance with obligations under the HAP contract and lease(s); 4) whether the location of the units continues to support the goals of deconcentrating poverty and expanding housing opportunities; and 5) whether units are contributing to the success of the PSH initiative.

Not less than one year before the expiration of the HAP contract or an owner's refusal to renew the HAP contract, the owner must notify residents in the form prescribed by HUD. If the owner does not give timely notice of termination, the owner must permit the tenants in assisted units to remain in their units for the required notice period with no increase in the tenant's portion of their rent, and with no eviction as a result of an owner's inability to collect an increased tenant portion of rent. An owner may renew the terminating contract for a period of time sufficient to give tenants one-year advance notice under such terms as HUD may require.

See Section 983.205 and 983.206 of the Regulations. For rules regarding the term of HAP contracts for Louisiana Housing Authority (LHA)-owned units, see also Section 983.59 of the Regulations.

D) Vacancy payments:

Louisiana Housing Authority (LHA) may, at its discretion, agree to provide vacancy payments in the Project-Based Voucher (PBV) Program for not to exceed two full months following the move-out month, subject to conditions enumerated in the Regulations. Vacancy Payments may be considered, and if approved, processed after the unit has been vacant for 61 days or longer. The unit which a vacancy payment is being requested must've received a passed UPCS inspection at some point during the current vacancy period noted on the vacancy request or prior to execution of the HAP contract.

See Subpart E of the Regulations for further details regarding the HAP Contract.

### **3.7 Determining Rent to Owner and Payments to Owner**

See Subparts G and H of the Regulations.

Generally, Louisiana Housing Authority (LHA) will set its Project-Based Voucher (PBV) Payment Standard between 90 percent and 110 percent of the HUD-published Fair Market Rent (FMR) for applicable geographic areas. Within those limits, Louisiana Housing Authority (LHA) may set higher or lower payment standards for certain areas within the jurisdiction as appropriate. The payment standard(s) will be based on information collected by Louisiana Housing Authority (LHA) regarding rents in each area, the need to increase options for Project-Based Voucher (PBV) housing production and the need to successfully attract and lease up Project-Based Voucher (PBV) units at reasonable costs.

A family renting a unit at or below the payment standard pays as gross rent the highest of 30 percent of the monthly adjusted income (see 24 CFR Part 5, Subpart F), 10 percent of the monthly gross income, or the established minimum rent, as further defined by HUD Requirements. The SA will calculate initial tenant rents. No minimum rent will be required.

The Utility Allowance Schedule will be provided by the SA. Louisiana Housing Authority/SA will use the local Public Housing Authority (PHA) established Utility Allowance for each parish under its jurisdiction. If the local Public Housing Authority (PHA) established Utility Allowance is insufficient and/or does not meet HUD standards or is unobtainable, Louisiana Housing Authority

(LHA) will use the established Louisiana Housing Authority (LHA) statewide Utility Allowance Schedule. Revised schedules will be implemented at the time of family re-examination.

Prior to executing the HAP Contract, Louisiana Housing Authority (LHA) will determine that the initial rent to the owner is reasonable compared to other units in the area. Rent reasonableness is conducted to ensure that a fair rent is paid for units selected for program participation and that the voucher program does not inflate local rents in the community.

Louisiana Housing Authority (LHA) will elect within HAP contracts not to reduce the rents below the initial rents to owner except to correct errors in calculations, adjust for additional housing assistance awards or adjust for changes in allocation of responsibilities for utilities. See Section 983.302(c) of the Regulations,

Rent Reasonableness will be re-determined:

- Before any increase in rent to the owner.
- If there is a five percent decrease in the published FMR (for the unit size rented by the family) in effect 60 days before the contract anniversary as compared with the FMR in effect one year before the contract anniversary.
- Whenever the Public Housing Authority (PHA) approves a change in the allocation responsibility for utilities between the owner and the tenant.
- Whenever the HAP contract is amended to substitute a different contract unit in the same building.
- Whenever there is any other change that may substantially affect the reasonable rent.
- If directed by HUD.

Louisiana Housing Authority (LHA) will conduct an annual survey of private market rents in its jurisdiction to be used in its determination of rent reasonableness. The survey will include typical contract and gross rents (contract rents plus the SA's allowance for tenant-paid utilities, if any) for a representative sample of unassisted units of each housing type and size, in each of the areas within its jurisdiction that Louisiana Housing Authority (LHA) has determined constitutes a distinct market area. In addition to factors listed in section 983.303(c) of the Regulations, the survey will consider accessibility of units to persons with mobility impairments.

In establishing the reasonable rent for a unit proposed for inclusion in the program, the SA will also consider the quality and age of the unit to be leased, and the amenities, housing services, and maintenance provided by the owner.

The process used to determine rent reasonableness will be documented for each HAP Contract Executed in the file.

### **3.8 Cost Savings and Terminations of HAP Contracts**

In the event appropriated funds are insufficient to fund all vouchers administered by Louisiana Housing Authority (LHA), the Public Housing Authority (PHA) will implement cost-saving measures found in Notice PIH 2011-28 ("Cost-Saving Measures in the Housing Choice Voucher

(HCV) Program”) or subsequent notices. If Louisiana Housing Authority (LHA) implements all of these cost-saving measures and still has insufficient funds to cover its housing assistance payments, then Louisiana Housing Authority (LHA) may choose to terminate payments under the program.

DRAFT

## **CHAPTER 3A TENANT-BASED VOUCHER (TBV)-SPECIFIC REQUIREMENTS (24 CFR 982)**

### **3A.1 Applicability of requirements**

All HUD requirements applicable to the tenant-based assistance program apply to LHA's TBV program, including the regulations, applicable notices and other requirements. In addition, the requirements of LHA's PSH program, as specified in this Administrative Plan, apply unless otherwise specified. In the event of a conflict between HUD requirements for the tenant-based assistance program and this Administrative Plan, the HUD requirements for the TBV program prevail unless LHA has obtained relief from those HUD requirements.

### **3A.2 Requirements specific to LHA's tenant-based assistance program**

Waiting lists: LHA will establish one state-wide waiting list for tenant-based assistance. LHA will place applicants on the waiting list for PBVs as of \_\_\_\_\_ (*insert date*) on this new waiting list, with their original application dates and times honored subject to local preferences. Such applicants may decline an offer of a TBV, with no impact on their place on PBV waiting lists. In addition, LHA may open this waiting list for applicants eligible for PSH and may limit the number and type of applicants to be added to the waiting list as a result of opening the waiting list.

Voucher term and extensions: LHA will make TBVs available for initial 120-day terms. LHA may grant an extension or extensions of the initial terms for good cause, in its sole discretion.

Portability: Households may port with a TBV only if the supportive services that are an integral part of the PSH program will be available at the new location. LDH or an entity designated by LDH or LHA will make this determination, in its sole discretion. That entity may request additional information regarding the availability of supportive services at the new location from the applicant.

## **CHAPTER 4 APPLICATIONS AND TENANT SELECTION**

### **4.1 General Overview and Program Goals**

The Administrative Plan implements the PSH Program.

The policies and procedures in this plan are designed to further these goals by:

- Promoting fairness and uniformity in tenant selection while meeting the policy priorities of the program.
- Overcoming barriers to accessing housing typically faced by persons prioritized for this program.
- Promoting efficiencies in the application and referral process.
- One of the challenges in developing the PSH tenant selection procedures which meet these goals is to ensure a “dynamic” list of applicants seeking units through a system that is fair and reasonable but not overly bureaucratic. After significant consultation with key stakeholders in the program including homeless and disability advocates, human services representatives, and disability and legal services attorneys, the State developed the tenant selection approach described herein.

#### **4.1.1 Waiting lists**

Louisiana Housing Authority (LHA) and LDH or its designee will maintain project-based waiting lists. Applicants may sign up for any waiting lists they choose. Applicants who reject three offers of housing shall be removed from all waiting lists but may reapply. LDH and its designees will ensure that applicants understand this system and will encourage them to sign up for only those locations they are willing to reside. Rejections by landlords for good cause or as reasonable accommodation, as determined by Louisiana Housing Authority (LHA), shall not count toward the three rejections.

#### **4.1.2 PSH Tenant Selection Approach**

Louisiana Housing Authority (LHA) shall form initial waiting lists as required below:

From time to time as needed, Louisiana Housing Authority (LHA) shall initiate a “PSH open application period” during which they will accept applications for PSH units. Opening of the waiting lists will be advertised as required by HUD Requirements; see 24 CFR 982.206. During each application period, LDH and/or its designees shall conduct targeted outreach to PSH eligible populations for available PSH units. Louisiana Department of Health or an LDH or LHA designee will review all applications received for preliminary eligibility for PSH. Louisiana Housing Authority (LHA) will conduct final determination of eligibility for Section 8 Project-Based Voucher (PBV) when the applicant household nears the top of the waiting list or sooner if needed to facilitate filling of vacant units.

Louisiana Housing Authority (LHA) shall initially create each PSH waiting list through a lottery system that includes all eligible applicants. Applicants from previous waiting lists who have not yet been assisted will retain priority over applicants with equal preference points from a more recent application period.



Generally, households that meet the program preferences will be served before other households

#### **4.1.3 Overview of Process**

The following provides an overview of the tenant selection process for the PSH Program:

- **Application Period:** Louisiana Housing Authority (LHA) shall establish a set period (e.g., one month) during which applications will be accepted for the program. Alternatively, LHA may maintain open waiting lists. LHA can do this for the entire program or for specific projects or groups of projects.
- **Outreach:** LDH or an LDH or LHA designee shall complete required advertising and conduct targeted outreach to all PSH eligible populations.
- **Review for Completeness:** LDH or an LDH or LHA designee shall first review applications for completeness. Incomplete applications will be rejected, returned to the applicant, and will not be evaluated until all of the required information has been provided.
- **Preliminary Determination of Program Eligibility:** LDH or an LDH or LDA designee will work with the applicants to gather the information necessary to verify all PSH eligibility and preference requirements and shall review and determine within 120 days PSH eligibility (i.e., that the household needs Permanent Supportive Housing (PSH), which is a threshold requirement for assistance). Once PSH eligibility is approved, LDH or an LDH or LHA designee shall forward completed applications to Louisiana Housing Authority (LHA). If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list, the family will be returned to its original position on the waiting list. Louisiana Housing Authority (LHA) will notify the family in writing that it has been returned to the waiting list and will specify the reasons for it.
- **Preferences and Assignment of Points:** LDH or an LDH or LHA designee application review will include determining the applicant's eligibility for any of the PSH Program preferences. Applicants will be notified in writing by LDH or an LHA or LDH designee in their letter of eligibility for PSH, regarding their preference status, the specific number of points granted for each preference and of their right to appeal LDH or an LDH or LHA designee preference decision(s). The Tenant Selection database automatically will assign the appropriate preference points for each applicant qualifying for such preferences.
- **Waiting list Lottery:** All eligible applicants applying during any application period will be placed on the waiting list. Applicants already on PSH waiting lists will retain their waiting list positions among applications with equal preference points. The order of new applicants on the PSH waiting lists may be created by the results of the lottery or by a lottery followed by an open application period as well as the application of any PSH preference points as described above. Alternatively, Louisiana Housing Authority (LHA) may open and maintain some or all open waiting lists for Permanent Supportive Housing (PSH) Participants and Persons inappropriately institutionalized, to be served on a first-come, first-served basis.
- **Verification:** When an applicant approaches the top of the waiting list, Louisiana Housing Authority (LHA) shall verify applicant income and any other Section 8 Project-Based Voucher (PBV) eligibility/preference criteria prior to LDH or its designee making a referral for a unit. Applicants will be notified of additional information needed to verify relevant application information.

- Louisiana Housing Authority (LHA) shall review and approve completed applications for income and overall Section 8 Project-Based Voucher (PBV) eligibility. Applications determined ineligible for Section 8 Project-Based Voucher (PBV) program, will be rejected by Louisiana Housing Authority (LHA). The applicant will receive written notification from Louisiana Housing Authority (LHA) of the reasons for rejection as well as their right to an informal review of the decision.
- **Referral:** When a PSH unit becomes available, the first referral will be the applicant with the highest number of preference points (discussed below) nearest the top of the waiting list based on the lottery and who qualifies for the unit (e.g., correct household size, preference, accessible units, etc.) Louisiana Department of Health or an LDH or LHA designee will assist any applicant who is rejected by the Owner/Property Manager to appeal that determination.

Each of these procedures is reviewed in other sections of this Plan.

#### **4.1.4 Reasonable Accommodation in the Application Process**

Louisiana Housing Authority (LHA) will make reasonable accommodations in policies and procedures for all applicants with disabilities who require such changes to have equal access to any aspect of the application process. Examples of reasonable accommodations may include but are not limited to:

- Meeting with an applicant in their home, living situation or where otherwise necessary to assist in completing the application.
- Providing the application in alternative formats such as Braille.
- Providing a sign language interpreter during an interview.
- Provide an extra bedroom for a personal care attendant.
- Louisiana Department of Health (LDH) or its designee will also assist the applicant in obtaining reasonable accommodations from the owner or property manager of the development to which the applicant has been referred or occupies. Examples may include but are not limited to:
  - Accommodations to the application process, such as having the property manager conduct an interview in the applicant's current housing situation (house, shelter, institution).
  - Accommodations to owner's tenant selection policies regarding landlord references, criminal records, source of income, and credit history.
  - Modifications to the premises to accommodate a physical or sensory disability.
  - Provide sign language interpreter for key meetings such as initial interview.
  - Additional time to secure necessary verification documents.
  - Attempting reasonable accommodations before seeking to evict a tenant whose lease violations may be disability related.

LDH or its designee or owner has the right to request information to verify that request for accommodations is reasonable.

#### **4.1.5 Confidentiality**

It is the policy of Louisiana Housing Authority (LHA) to guard the privacy of applicants and participants. Neither Louisiana Housing Authority (LHA) nor the LDH shall disclose any personal information contained in its records to any persons or agencies or other authorized government agency unless the applicant/participant has given written consent to such disclosure. Individuals may be offered the opportunity to provide permission to share income information with an owner/property manager to expedite approval of their application.

This privacy policy in no way limits LDH or designee's ability to collect such information as it may need to determine eligibility for PSH or to process reasonable accommodations requests; nor does it limit LDH or designee's ability to participate in program audits as required under the federal Community Development Block Grant (CDBG) program or to provide information required by the Project-Based Voucher (PBV) program.

#### **4.1.6 Communication**

Louisiana Department of Health's PSH Program Manager and Louisiana Housing Authority (LHA) will regularly communicate policy guidance to LDH Program Offices, managed care organization(s), providers, applicants, program participants and others as such becomes available.

#### **4.1.7 Plan Review**

Louisiana Housing Authority (LHA) and LDH have committed to a review of the implementation of the PSH Tenant Selection Policies and Procedures twice annually to ensure the goals of the plan are being achieved and to adjust the plan as needed to meet these goals.

### **4.2 Definitions**

These are key technical definitions used in the tenant selection component of this plan provided in alphabetical order.

#### **4.2.1 At Risk of Homelessness or Living in Transitional Housing for the Homeless**

A Permanent Supportive Housing (PSH) applicant's household is considered at risk of homelessness under the following circumstances verified by the LDH or its designee.

- Household is being evicted or foreclosed within 30 days from a private dwelling unit and no subsequent residence has been identified and the household lacks the resources and support networks needed to obtain housing or their housing has been condemned by housing officials and is no longer considered meant for human habitation.
- Household is fleeing domestic violence housing situation and no subsequent residence has been identified and the household lacks the resources and support networks needed to obtain housing.
- Household is in an untenable doubled up arrangements as verified by the LDH or its designee. A doubled-up household is residing temporarily with friends or extended family

and who would otherwise be without a permanent residence of their own or would be in a publicly-or privately funded family emergency shelter. Doubled-up households do not have leases and are not tenants-at-will. Also, if household is living in temporary housing situations (motels, hotels, and FEMA trailers) and no subsequent residence has been identified and the household lacks the resources and support networks needed to obtain housing.

- Household with persons released from mental health facilities, developmental disability facilities, nursing homes, residential addiction treatment programs, or hospitals and no subsequent residence identified and lacks the resources and support networks needed to obtain housing.
- Household includes youth aging out of foster care qualifying for PSH, and no subsequent residence has been identified and lacks the resources and support networks needed to obtain housing.
- Household living in McKinney-Vento transitional housing, not originally from an emergency shelter or a place not meant for human habitation, and no subsequent residence has been identified and the household lacks the resources and support networks needed to obtain housing.
- Household being discharged within 30 days from an institution (mental health or substance abuse treatment facility) in which the household lived for more than 30 days.
- Household released from jail or a correctional facility within 30 days or will be released from jail or a correctional facility within 30 days with no subsequent residence identified.
- Household exiting a hospital and homeless within the past six months.

#### **4.2.2 At Risk of Institutionalization**

A PSH applicant household shall be considered at risk of institutionalization when faced with placement in a nursing home, Intermediate Care Facility/Developmental Disabilities (ICF/DD) or long-term psychiatric hospital due to the following circumstances, verified by LDH or its designee:

- Caregiver to household member with a disability becomes unable or unwilling to continue providing care.
- Caregiver to household member with a disability dies and no other caregiver is available.
- Caregiver to household with a disability become incapacitated due to physical or psychological reasons.
- Household's temporary housing arrangement becomes unmanageable.
- Household faces other family crisis with insufficient caregiver support available.
- Household's housing arrangement becomes unmanageable because of deterioration in a member's health or disability status impacts the member's ability to live independently.
- A household member has been arrested and has been accepted in a jail diversion program.

- A household member is hospitalized, qualifies for long-term care or institutional psychiatric treatment and without an alternative will be referred to a nursing home, psychiatric facility, or ICF-DD facility.

#### **4.2.3 Chronically Homeless**

An unaccompanied homeless individual with a disabling condition who has been homeless for a period of at least one year, OR an unaccompanied homeless individual with a disabling condition who has had at least four episodes of unaccompanied homelessness in the last three years. See “Defining Chronic Homelessness: A Technical Guide for HUD Programs,” September 2007, available at <http://www.hudhre.info/documents/DefiningChronicHomeless.pdf>

#### **4.2.4 Continuum of Care (CoC)**

The groups organized to carry out the Continuum of Care Program under responsibilities required under subtitle C of title IV of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11381-11389](#)).

#### **4.2.5 Disability**

The definition of “in need of permanent supportive housing” (see below) includes verification that the applicant has a substantial disability. As such, verification of “in need of permanent supportive housing” will suffice as verification of disability for purposes of the LDH or its designee determination of disability. Note that Louisiana Housing Authority (LHA) will determine eligibility for purposes of rent calculation in accordance with HUD’s definition in 24 CFR Part 5.

#### **4.2.6 Extremely Low-income**

Households with incomes that do not exceed the greater of (1) 30% of Area Median Income (AMI) as adjusted by HUD, or (2) the federal poverty guidelines updated periodically by the U.S. Department of Health and Human Services, or if lower, 50% of AMI as adjusted by HUD. Updated income information is available from the U.S. Department of Housing and Urban Development at [www.hud.gov](http://www.hud.gov). For purposes of applying tenant selection preferences, Louisiana Housing Authority (LHA) will apply the higher of:

- The HUD published Parish Income Limit in which the family currently resides, or
- The HUD published Statewide income limits for the State of Louisiana

#### **4.2.7 Homeless**

A PSH applicant household is considered homeless only when he/she resides in one of the places described below:

- In places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street).
- In an emergency shelter.
- In transitional housing for homeless households who originally came from the streets or emergency shelters.

- In any of the above places but is spending a short time (up to 30 consecutive days) in a hospital or other institution.

#### **4.2.8 Household**

A household, regardless of actual or perceived sexual orientation, gender identity, or marital status, consists of:

- 1) Two or more persons who live or will live regularly in a unit as their primary residence:
  - a. Whose income and resources are available to meet the household needs.
  - b. Who are either related by blood, marriage, operation of law, or who have otherwise evidenced a stable inter-dependent relationship.
- 2) One person; or
- 3) Two or more persons who live or will live regularly in a unit as their primary residence, who do not have shared income and resources but reside together to jointly secure supports or services. This might include an individual with an attendant or two or more single individuals living together with or without live-in supports.

A household member shall be considered to be living regularly with a household if temporarily absent for reasons such as hospitalization, duty assignment, employment, or school attendance in another location. Upon receipt of notice that one or more children will be reunified with a household member, such child or children, if eligible and qualified, shall be considered household members for purposes of securing a unit of appropriate unit size for the reunified family.

Sexual orientation means homosexuality, heterosexuality, or bisexuality. Gender identity means actual or perceived gender-related characteristics.

#### **4.2.9 Hurricane Displacee**

Household living in the GO Zone, as defined at the time of the 2005 hurricanes whose housing situation was disrupted either directly by the physical effects of the disaster or by resulting socioeconomic impacts (e.g., rent increases). Households who were homeless and living in the GO Zone at the time of the 2005 hurricanes and whose living situation was disrupted by the effects of the disaster will also be regarded as displacees.

#### **4.2.10 Inappropriately Institutionalized**

A household member lives in a nursing home or an Intermediate Care Facility for persons with Developmental Disabilities (ICF-DD), is being treated in a psychiatric facility or other residential treatment facility or is incarcerated in a jail or correctional setting:

- Nursing home.
- ICF-DD.
- Has been hospitalized in a psychiatric facility (or psychiatric unit in a general hospital) for longer than fourteen days.

- Other licensed residential treatment facility.
- Has been incarcerated in jail or a correctional facility for longer than 30 days.

#### **4.2.11 In need of Permanent Supportive Housing**

A household shall be considered to be in need of Permanent Supportive Housing (PSH) if all three of the following conditions are met:

- 1) A household member has a substantial, long-term disability including but not limited to serious mental illness, addictive disorder with a co-occurring disorder, developmental disability, physical, cognitive, or sensory disability, or a disabling chronic health condition, which substantially impedes that person's ability to live independently without support and is of such nature that the ability to live independently could be improved by more suitable housing conditions.
- 2) As a result, the household member with the condition in (1) above is receiving Medicaid-funded or other funded supports and services operated or managed by the Department of Health and Hospitals (DHH) program offices for Behavioral Health, Developmental Disabilities, Public Health or Aging and Adult Services, the U.S. Department of Veterans Affairs or local Continuum of Care.
- 3) The supports or services in (2) above expressly include assisting the qualified member to get and keep housing.

#### **4.2.12 Move On strategy**

A strategy to help households who need less service intensive permanent housing assistance than they have been receiving, but still are in need of PSH

#### **4.2.13 PCAs**

Personal Care Attendants (PCAs) are defined as a person who resides with a household member with a disability and who (a) provides necessary assistance in activities of daily living to such household member insofar as he or she requires such assistance on account of his or her disability. Note that the definition of PCA for the PSH program may not correspond with the definition used by the housing developments.

#### **4.2.14 Remedial Tenant Admissions**

Individuals over age 18 with serious mental illness who are: (a) Medicaid-eligible individuals currently residing in nursing facilities; (b) referred for a Pre-Admission Screening and Resident Review (PASRR) Level II evaluation of nursing facility placement during the course of the DOJ Olmstead Settlement Agreement, or have been referred within two years prior to the effective date of the DOJ Olmstead Settlement Agreement; and (c) individuals with co-occurring serious mental illness and dementia, except where dementia is the primary diagnosis. HUD approved Louisiana Public Housing Authority (PHA) use of this "remedial preference" on 06/23/2022.

#### **4.2.15 Youth Aging Out of Care**

Youth aging out of care are youth who are between 18-21 years' old who have an emotional, cognitive, medical, developmental, or physical disability and are aging out of the foster care program; those who are 17 ½ years of age can apply to the program. Youth 18-21, aging out of

foster care that have disabilities, face many social, support, financial, educational, and workforce challenges, are at risk of homelessness and thus are eligible for permanent supported housing.

#### **4.2.16 Other Disaster Displacee**

A household whose living situation has been disrupted by a Louisiana Presidentially declared disaster after the 2005 hurricanes, either directly by the physical effects of the disaster or by the resulting socioeconomic effects (e.g., rent increases). Households who were homeless and whose living situation was disrupted by the effects of the disaster are included.

### **4.3. Application Taking**

#### **4.3.1 Application Taking Goal**

The goal of the PSH application taking procedure is to ensure a “dynamic” list of applicants seeking units through a system that is not overly bureaucratic and is fair and reasonable. The system needs to ensure that:

- Households on lists should be actively needing and eligible for PSH.
- Households should be able to indicate housing preferences and exercise choice.
- Households should not face lengthy (multiple year) waits for housing with unrealistic expectations.
- Households seeking housing should have fair opportunity to apply.
- Respects the rights of households who apply for but are not selected for units, and who remain interested in and eligible for PSH.

LDH or its designee should adhere to the principles of affirmative outreach and reasonable accommodation to ensure the participation of those whose disabilities and/or housing instability creates barriers to the application process.

#### **4.3.2 Application Taking and Opening/Closing of Waiting list**

To achieve these goals, the LDH or its designee may manage the application taking through opening and closing of the waiting list as follows. An initial waiting list will consist of PSH-eligible applicants on current waiting lists or in Tax Credit or other units designated for PSH as part of the Road Home program. Households on the initial waiting list will be placed on all project- based waiting lists for which they express an interest or all projects within a jurisdiction if it is impracticable for the LDH or its designee to obtain this information.

Initial Establishment of Additional Waiting lists:

1. Louisiana Housing Authority (LHA) shall open the lists after required public advertising. Louisiana Housing Authority (LHA) shall accept initial applications for set period of time, for waiting lists for Project-Based Voucher (PBV) projects within its area of operations.
2. At the end of this set period Louisiana Housing Authority (LHA) shall no longer accept applications (i.e., closes the list).



3. LDH or its designee shall review applications for preliminary PSH eligibility.
4. Louisiana Housing Authority (LHA) shall use a lottery system to order eligible new applicants.
5. Louisiana Housing Authority (LHA) shall assign preferences to applications; the Tenant Selection Database “re-orders” waiting list based on points assigned.
6. Louisiana Housing Authority (LHA) shall refer based on lottery results and preferences as units become available as well as necessary matching characteristics such as correct household size, elder for elderly-only unit, accessible units, etc. Waiting list is reopened, e.g., six months later.
7. When additional applicants are needed for the program or for specific waiting lists, Louisiana Housing Authority (LHA) shall open the applicable lists again after required public advertising.
8. Through frequent contacts the LDH or its designee shall determine which unserved applicants from the existing waiting lists are still actively interested and available to move into PSH units. Those who are interested and still eligible shall remain on the lists.

Louisiana Housing Authority (LHA) may keep open or close a waiting list(s) as Louisiana Housing Authority (LHA) determines is appropriate to meet program needs consistent with HUD regulations and this Plan. When the list has been closed and reopened, Louisiana Housing Authority (LHA) will conduct a lottery either at the conclusion of the application period or after a reasonable period if Louisiana Housing Authority (LHA) intends to keep the list open on a first-come-first-served basis after the lottery has been conducted. Sometimes, Louisiana Housing Authority (LHA) may choose to maintain an open waiting list. In this instance, applicants will be added in date and time order after the last lottery has been conducted. Alternatively, Louisiana Housing Authority (LHA) may open and maintain open waiting lists for Permanent Supportive Housing (PSH) Participants and Persons inappropriately institutionalized, to be served on a first-come, first-served basis. The order of placement always shall consider any PSH preferences.

Unhoused applicants already on waiting lists shall retain their places among applicants with same number of preference points. Louisiana Housing Authority (LHA) lottery shall order new applicants taking into consideration any PSH preferences.

From time to time during each year, Louisiana Housing Authority (LHA) may accept PSH applications after required advertising. During these application periods, Louisiana Housing Authority (LHA) shall conduct targeted outreach to PSH eligible populations for available units as well as other outreach in compliance with HUD’s regulations. While unit turnover and availability of units will vary, Louisiana Housing Authority (LHA) should keep a “dynamic” PSH waiting list by regularly reviewing the status of applicants with the assistance of LDH and its designees.

Louisiana Housing Authority (LHA) shall provide notice to LDH PSH Program Manager when the PSH waiting lists will be opened and closed. This notice and required advertising will be provided at least two weeks prior to LDH or its designee’ acceptance of applications.

Louisiana Housing Authority (LHA) shall provide public notice (advertising) by publication in a general circulation local newspaper, minority media, and other available means which states the criteria for successful applicants and where and when to apply.

Sometimes, Louisiana Housing Authority (LHA) may choose to maintain an open waiting list. In this instance, applicants will be added in date and time order after the last lottery has been conducted, taking into consideration any PSH preferences.

#### **4.3.3 Applications**

A completed application is one that is signed and includes sufficient information for the LDH or its designee to determine whether or not – pending verification of the information – the applicant is eligible for PSH. For example, veteran’s status and gender are not required to make this determination but income information is necessary.

Applications that are not complete cannot be reviewed for eligibility. Applicants with incomplete applications will be contacted via mail and/or phone and efforts will be made to assist these applicants in submitting a complete application. Louisiana Department of Health or its designee will consider all factors such as applicant’s medical problems or other extreme conditions. Applicants will be given notice indicating when their incomplete applications will no longer be processed.

Louisiana Department of Health or its designee will provide written notification to all applicants as to their preliminary eligibility. A notice of ineligibility will include reasons for ineligibility and notification of the right to informal review. Such correspondence should be provided in a timely manner but no later than 30 days after the closing of the period for taking applications.

Applicants will have the opportunity to indicate on the application whether they would like a copy of correspondence to also be sent to another party such as a case manager, family member or friend. Such communications are encouraged but not required. Making such a request will have no bearing on the applicant’s status in the program.

Applications may be submitted via mail, fax, electronically or in-person as determined by Louisiana Housing Authority (LHA). Applications via mail must be received on the day that the application taking period ends. Applications via fax must be received by the time of the day (e.g., 5:00 p.m.) on the day that application taking ends. Reasonable accommodations such as assisting an applicant in completing an application will be made to ensure applicants have an opportunity to apply regardless of disability.

#### **4.4 Outreach**

Outreach in addition to required public advertising will occur in advance of application taking. Outreach will be targeted to the specific units becoming available. LDH or an LDH or LHA designee will conduct outreach to all PSH-eligible populations that are likely to be interested in and appropriate for the units. For example, if units becoming available are in an elderly-only development, outreach will target elder organizations such as the Council on Aging in the community and surrounding communities as well as to agencies that have indicated that they are working with elders who have disabilities including the regional Continuum of Care, health care providers, the local providers of services to persons with mental retardation and developmental

disabilities, persons with mental illness, independent living centers, legal services and other local human services agencies.

#### **4.5 Determination of Eligibility for Permanent Supportive Housing**

Only eligible applicants shall be placed on the PSH waiting list or offered PSH units.

Applicants are eligible if they are (1) very low-income or extremely low-income, with the exceptions indicated in Section 4.1.12.3, and (2) meet the definition of in need of Permanent Supportive Housing (PSH) in Section 4.2.10.

#### **ROAD HOME DEFINITION**

One of the goals of the Louisiana Road Home Program Plan is the development of PSH. Incentives for the development of PSH targeted to the following population were included in the Road Home Program Plan:

- 1) “Hurricane displaces in need of Permanent Supportive Housing (PSH) (as determined by the Local Lead Agency) living in the homeless shelter system or otherwise in temporary housing.
- 2) The individual/household member has a substantial, long-term disability as determined by the Local Lead Agency including any of the following:
  - A. Serious Mental Illness.
  - B. Addictive Disorder, i.e., individuals in treatment/recovery from substance abuse disorder.
  - C. Developmental Disability, i.e., mental retardation, autism, or other disability acquired before the age of 22.
  - D. Physical, sensory, or cognitive disability occurring after the age of 22.
  - E. Disability caused by chronic illness (e.g., people with HIV/AIDS who are no longer able to work); and
  - F. Age-related disability (i.e., “frail elderly.”)
- 3) The household is homeless or is determined by the Local Lead Agency, LDH or another entity designated by LDH or LHA to be (1) most-at risk of homelessness, and (2) in need of Permanent Supportive Housing. This will include family services clients with a goal of family reunification who are at risk for homelessness.
- 4) The individual/household member is aging out of the state Foster Care system and is determined by the Local Lead Agency, LDH or another entity designated by LDH or LHA to be in need of Permanent Supportive Housing.

The definitions in this Tenant Selection Plan are inclusive of all of these populations.

Louisiana Department of Health or its designee will determine whether the household needs PSH based on the information provided in the application. Final determination using third party or source documents to verify this information generally does not need to happen until Louisiana Housing Authority (LHA) anticipates making a referral for the applicant. Applicants and persons referring the applicants should be advised at the time of the application of the documents or other information that will be needed to verify eligibility.

#### **4.5.1 Income Eligibility**

Eligible applicants generally may have a maximum gross income of 50% of AMI based on HUD's most recent Income Limits for relevant household size. The LLA, LDH or other entity designated by LDH or LHA should add up the income sources listed on the application and compare to the maximum allowed for the appropriate household size. At least 75% of annual Project-Based Voucher (PBV) new admissions must have incomes not exceeding 30% of AMI or the federal poverty level for the area.

No more than 25% of the families admitted in any fiscal year may have incomes that exceed 30% of the median income for the area or the federal poverty level (Extremely Low Income). Generally, these families may have incomes between 31% and 50% of the area median (Very Low Income). Certain families may, at the time of admission, have incomes between 51% and 80% of the area median (Low Income). These include:

- A. Families continuously assisted in Public Housing or Section 8.
- B. Families physically displaced by rental rehabilitation.
- C. Non-purchasing tenants of certain homeownership programs.
- D. Tenants displaced from certain Section 221 and 236 projects.
- E. Low-income families residing in certain HUD-owned projects.
- F. Families in occupancy prior to the commitment of Project-Based Voucher (PBV) to their units and provided "Preference 1" on the preference chart in paragraph 4.6.

#### **4.5.2 Other Eligibility Requirements**

The Project-Based Voucher (PBV) program requires that applicants be denied eligibility under the circumstances stated in this administrative plan. As discussed further below, LDH or its designee must conduct the necessary steps to determine whether any of those circumstances apply.

#### **4.5.3 Applicant Letters**

Applicants who are determined to be preliminarily eligible will be sent a letter of eligibility. All notices to applicants should be in simple, clear, non-bureaucratic language and aimed at most at a high school reading level. Such letter should state:

- Applicant has been found preliminarily eligible for PSH, subject to final determination of Project-Based Voucher (PBV) eligibility by Louisiana Housing Authority (LHA); clarify that (1) final eligibility will depend on verification of information provided in the application and (2) this is eligibility for PSH only and that Owner/manager will also decide when an applicant is referred to development.

- Number of bedrooms for which the applicant has been determined eligible.
- Any preferences for which the applicant has been determined eligible if this determination has occurred.
- The right of the applicant to have an informal review regarding determination of bedroom size or preferences.
- The right to reasonable accommodations.
- Notice that the applicant is responsible for reporting changes in contact information such as address and phone number.

Applicants who are not found to be preliminarily eligible will be sent a letter indicating they have been found ineligible for the PSH program. This letter should state:

- That the applicant has been found ineligible for PSH program and specify which requirement they do not meet.
- Notice that applicant has the right to an informal review of this determination and must notify Louisiana Housing Authority (LHA) of their intent to do so in writing, by phone, fax, or in-person within 14 days of receiving the notice.
- The right to reasonable accommodations.

#### **4.5.4 Database**

All applicants to the program are entered into the Yardi Tenant Selection Database, as further directed by Louisiana Housing Authority (LHA). This is Louisiana Housing Authority (LHA)'s system of record that meets HUD requirements.

#### **4.6 Preferences**

Applicants with preferences are selected from the waiting list and receive an opportunity for an available unit earlier than those who do not have a preference. Preferences affect only the order of applicants on the waiting list. They do not make anyone eligible who was not otherwise eligible. The LDH or an entity designated by LDH or LHA must inform all applicants about available preferences and give all applicants an opportunity to show that they qualify for available preferences.

The LDH or an LDH or LDC designee may choose whether to verify preferences at initial application or only in preparation for selecting households to refer to an available unit.

LDH in consultation with stakeholders have determined certain priority populations for the PSH Program. These populations and their prioritization are discussed below.

##### **4.6.1 Specific Preferences**

Applicants who meet one of the preference criteria will be assigned the number of points associated with that preference as illustrated in the chart below. Notwithstanding the preference points, Louisiana Housing Authority (LHA) may transfer households among Project-Based Voucher (PBV) units authorized by this Administrative Plan.

The Tenant Selection database will assign applicants the appropriate points. This assignment will affect the application position on the waiting list.

Preference	Points
<b>1. Remedial Tenant Admission (up to 40 households unless increased by LHA)</b>	<b>60</b>
<b>2. Applicants with incomes not exceeding 30% AMI, or exceeding 30% of AMI only because two persons in the household receive Supplemental Security Income</b>	<b>15</b>
<b>3. Applicants housed in CoC programs who could benefit from use of a Move On strategy (up to XXX households unless increased by LHA)</b>	<b>12</b>
<b>4. Homeless persons referred from CoC coordinated entry systems or otherwise eligible homeless persons (LHA may limit referrals from individual CoCs based on need)</b>	<b>10</b>
<b>5. Homeless persons age 18-24</b>	<b>9</b>
<b>6. Persons displaced by Hurricanes Katrina or Rita or Other Disaster Displacees</b>	<b>8</b>
<b>7. Veterans</b>	<b>7</b>
<b>8. Non-preference or standard applicant (none of the above)</b>	<b>0</b>

All households must be PSH-eligible.

The definition of each of these preference categories is provided in the Definitions Section 4.2.

#### **4.7 Verification of Preliminary Eligibility**

##### **4.7.1 Procedures**

To determine preliminary eligibility, the application will be accepted as self-certification of the information contained in the application. No third party or source documentation will be required until Louisiana Housing Authority (LHA) is planning to refer the applicant to a development, unless this is needed to facilitate filling of vacant units. Ideally such source or third-party information would be dated no earlier than 90 days prior to referral.

If, subsequent to the preliminary determination of eligibility, Louisiana Housing Authority (LHA) determines that the verification of income, assets, or claimed preference status differs from the applicant's self-certification, the applicant may be:

- Reassigned to a smaller or larger bedroom size.
- Reassigned to a different preference status or
- Determined ineligible.

If such change occurs, the applicant will be given written notice and provided with an opportunity for an informal review.

#### **4.7.2 Verification Documents**

The following section outlines the verification documents necessary to verify PSH program eligibility and preferences.

#### **4.7.3 Income**

Income should be verified consistent with Section VI of this Plan.

#### **4.7.4 In Need of PSH**

“In need of PSH” can be verified with the checklist that will be provided to the LDH and/or designee.

#### **4.7.5 Verification of Preferences**

As described previously, the PSH Program provides preferences for hurricane displacees, homeless households including chronically homeless households, households at risk of homelessness or living in transitional housing for the homeless, persons inappropriately institutionalized and persons at risk of institutionalization. The following provides guidance on verification of these preferences.

#### **4.7.6 Hurricane Displacees**

The majority of those displaced by Hurricanes Rita and Katrina have identification numbers from FEMA. This number serves as documentation that an applicant is a Hurricane Displacee. The applicant should provide a copy of a letter from FEMA which includes this number and certifies their status. The applicant may present alternative government agency or other documentation acceptable to Louisiana Housing Authority (LHA) that the applicant has had its living situation disrupted by the 2005 hurricanes. See Section 4.2.8.

#### **4.7.7 Homeless**

Documentation of homelessness will depend on which of the four categories the applicant falls under. For example, if the applicant is coming from the street, possible documentation includes:

- Written verification from an outreach worker, food pantry/soup kitchen staff, Health Care for the Homeless team member, religious representatives, or other people that may have had contact with the person and could provide information about his/her living situation. The verification should be a signed, dated general certification (on letterhead if possible) verifying that services are going to homeless persons and indicating where the persons reside; and
- Information to demonstrate that the participant has no adequate resources to find other housing.

An information sheet to be provided to LDH or its designee provides similar guidance for the three other categories of homelessness.

#### **4.7.8 Chronically Homeless**

Documentation of chronic homelessness can be particularly challenging. Examples of third party documentation include letters written and signed by either homeless shelter providers, homeless outreach workers, or other homeless service providers such as Health Care for the Homeless. Alternatively, a local Homeless Management Information System (HMIS) can be called upon to supply a printout of an individual’s history in a local homeless service continuum. This printout may be substituted for a letter from a homeless provider.

A sample letter will be provided to the LDH and designees requesting third party verification of chronic homelessness as well as a checklist the LDH and designees can use to confirm the applicant meets this definition.

#### **4.7.9 At Risk of Homelessness or Living in Transitional Housing for the Homeless**

Documentation of at risk of homelessness will depend on which of the six categories the applicant falls under. For example, if the applicant is exiting a hospital or treatment facility, possible documentation would include:

- 1) Written evidence from the institution staff that the applicant is exiting, mental health and developmental disability facilities, nursing homes, residential addiction treatment programs, and hospitals. The staff person should be qualified and aware of the specific situation to provide written evidence.
- 2) Information to demonstrate that the applicant has no adequate resources to find other housing.
- 3) Information on what efforts were made to locate housing for the applicant and why, without the PSH, the applicant would be living on the street or in an emergency shelter.

LDH and designees will be provided similar guidance for the five other categories of at risk of homelessness.

#### **4.7.10 Inappropriately Institutionalized**

LDH and designees will be provided a form that can be provided to a third party to verify that the applicant is inappropriately institutionalized, which might be provided by a physician, service coordinator, or agency providing home and community-based services. The person must verify that he/she does not oppose being transferred to a less restrictive setting. If necessary, the institution can verify the person's current residency there.

#### **4.7.11 At Risk of Institutionalization**

LDH and designees will be provided a form that can be provided to a third party to verify that the applicant is at risk of institutionalization. This information could come from the applicant's family or caregiver.

#### **4.7.12 Applicant Choices and Information Needs**

To maximize the likelihood that tenancies will be successful, and to expedite the referral process, it is important to determine the applicant's needs and desires for particular locations, bedroom sizes, and other matters related to tenancy. Applicants and persons working with applicants should also be provided with clear information, in formats that they can understand, as to how the program operates and the documentation they will need to provide, at an early stage in the application process and periodically throughout the process. This is important because some documentation (e.g., evidence of efforts to collect child support) may take time to develop.

Louisiana Housing Authority (LHA) may be faced with very short timeframes for making referrals of eligible households to developments. Sometimes Louisiana Housing Authority (LHA) will not have early notice of a units becoming available. Louisiana Housing Authority (LHA) wants to do their best not to miss an opportunity to claim a PSH unit that is offered. As such, it is important that



Louisiana Housing Authority (LHA) anticipate referrals and have applicants at or near the top of the waiting lists ready to be referred. In order to help Louisiana Housing Authority (LHA) ensure timely referrals and not lose access to these units, applicants must be responsive to requests for information. Failure of applicants to respond in a timely manner (within 14 days) for documentation may result in Louisiana Housing Authority (LHA) working with another applicant until such documentation is forthcoming.

#### **4.7.13 Other Disaster Displacees**

Commencing January 1, 2018, in recognition of multiple disasters throughout the state in recent years including Presidentially declared disasters in 56 of the 64 parishes after the March and August 2016 floods, the PSH Project-Based Voucher (PBV) program will operate state-wide to serve households with living situations disrupted by Louisiana Presidentially declared disasters.

A majority of Other Disaster Displacees have identification numbers from FEMA. This number serves as documentation that an applicant is an Other Disaster Displacee. The applicant should provide a copy of a letter from FEMA which includes this number and certifies their status. The applicant may present alternative government agency or other documentation acceptable to Louisiana Housing Authority (LHA) that the applicant has had its living situation disrupted by a Louisiana Presidentially declared disaster.

#### **4.8 LDH or its Designee Review of Applicant Tenancy History**

While the formal screening will be done by the owner/property manager, in order to best position an applicant to have their referral accepted by the owner/property manager, LDH or its designee are strongly urged to do pre-screening (in addition to the steps needed to determine eligibility). With information about an applicant's past history when such history may lead to screening out by the owner, LDH or its designee can work with the applicant to fashion requests for reasonable accommodations and identify other factors which might help mitigate past issues and otherwise help "market" the applicant to the property manager or owner of the development.

Problematic past history can be appealed on the basis of reasonable accommodation, or the applicant can argue mitigating factors. It is important that LDH or its designee review a copy of the development's Tenant Selection Plan to determine how they screen applicants and what types of appeals are offered.

##### **4.8.1 Example of Reasonable Accommodation**

Applicant has a criminal record for possession of an illegal substance. Applicant with help of LDH or its designee argues at that time, applicant was a substance abuser. Since that time the applicant has become clean and sober. Applicant can provide evidence of this (AA medallions, letter from social worker or program), and length of sobriety. If supportive, applicant can show limited time of abuse, limited number of criminal records, no record for possession for sale, just use, etc.

Examples of mitigating circumstances:

For problematic past history that is not disability related, LDH or its designee can assist the applicant in arguing that there are mitigating circumstances. For example:

- The severity of the negative behavior or conduct.

- Amount of time that elapsed since the negative behavior or conduct.
- Likelihood the behavior will be repeated.
- Degree of danger the reoccurrence of such behavior poses for the any tenant or employee of the development.

Many applicants may have problematic past history related to their poverty such as poor credit histories and nonpayment of rent. Rent subsidies should mitigate many of these types of issues. Applicants who are homeless may have criminal records related only to their homelessness. For example, they may have been arrested for obstructing the sidewalk or trespassing on property. LDH or its designee should work with the applicant and/or their case manager to make the case that these arrests are related specifically to the individual or household's homelessness.

LDH or its designee is encouraged to assist applicants in proactively making a positive case for their tenancy and in identifying supportive documentation.

## **4.9 Referral to PSH Units**

### **4.9.1 Set Aside Agreement with Tax Credit- Financed Developments**

The current standard Set-Aside Agreement between Louisiana Housing Authority (LHA) and the owner/property manager requires LDH or its designee to make a referral of at least one PSH applicant within seven business days after receipt of written notice from the owner or manager of the unit availability.

It is important for the LDH or its designee to obtain a copy of development's application and Tenant Selection Plan prior to making any referral to the development. Understanding the development's policies will ensure LDH or its designee can anticipate the response to applications. LDH or its designee may want to encourage the owner/property manager to attend any reasonable accommodation trainings available through this program.

Applicant households should have been verified to need PSH and eligible for Section 8 Project-Based Voucher (PBV) and any preferences prior to referral to the development.

Louisiana Department of Health or its designee will want to carefully consider the number of referrals it makes to an owner/property manager when a unit becomes available. Arguments for limiting the number of referrals include the monetary and time costs related to making referrals as well as the concern that an owner/property manager would reject an applicant because they see another "more desirable" one in the pile of referrals. The primary argument for making more than one referral at a time is to better ensure one of the households will be selected by the developer. Louisiana Housing Authority (LHA) must inform the developer that the developer must consider applicants in the order designated by Louisiana Housing Authority (LHA) to fulfill waiting list requirements, even if more than one applicant is referred at the same time.

The Set-Aside Agreement references a letter of referral that LDH or its designee will provide for each applicant referred.

#### **4.9.2 Selection of Tenant for Referral**

When making a referral for an available unit, the first referral will be the applicant with the highest number of preference points who is nearest the top of the waiting list based on the lottery and who qualifies for the unit.

The second referral will be the applicant next in line with the same number or fewer preference points who qualifies for the unit. And so on. The tenant selection database is programmed to provide the names of applicants in order at the top of the list.

#### **4.9.3 Matching**

Each PSH unit will have unique characteristics including:

- Number of bedrooms.
- Special design features such as wheelchair accessibility or access for persons with hearing disabilities.
- Development is elderly-only.
- Particular services offered.

In making referrals, Louisiana Housing Authority (LHA) will refer the applicant(s) with the highest number of preference points who is nearest the top of the waiting list based on the lottery and who qualifies in view of these characteristics.

For certain units, Louisiana Housing Authority (LHA) will be limited as to whom it may refer specifically:

- If the unit is an elderly-only development, Louisiana Housing Authority (LHA) may only refer applicants whose head of household is 62 years of age and older.
- If the unit has accessibility features for persons with mobility impairments, the unit must first be offered to a person on the waiting list who needs such accessibility features.
- If the unit offers particular services, households who can benefit from such services should be on the waiting list for that project and be referred to that unit.

Louisiana Housing Authority (LHA) will match applicants with unit characteristics. For example:

- Louisiana Housing Authority (LHA) will refer applicants who need special design features, i.e., refer a household which includes a person who uses a wheelchair for a physically accessible unit.
- Louisiana Housing Authority (LHA) will refer applicants whose household size indicates they require the number of bedrooms offered by the unit.

For units with special design features, the household with the next best match can be referred. For example, if after targeted outreach, no household with a member who uses a wheelchair can be identified, the next household on the waiting list without such a member but who prefers the location and requires the number of bedrooms provided can be referred.

Owners should be encouraged to request that households occupying a unit with such design features who do not require these, to sign a lease addendum. With the addendum, the household agrees to move to a comparable non-accessible unit if a household requiring the design features applies.

#### **4.9.4 Occupancy Standards**

As per HUD Notice PIH 2016-05, in cases where a reasonable accommodation has been provided, the Public Housing Authority (PHA) will use the appropriate utility allowance for the size of the dwelling unit actually leased by the family.

The chart below provides occupancy standards that Louisiana Housing Authority (LHA) will implement unless they conflict with an applicable local code.

<b>Number of bedrooms</b>	<b>Minimum Occupants</b>	<b>Number</b>	<b>Unit</b>	<b>Maximum Occupants</b>	<b>Number</b>	<b>Unit</b>
<b>0</b>	1			1		
<b>1</b>	1			2		
<b>2</b>	2*			4		
<b>3</b>	3			6		
<b>4</b>	4			8		
<b>5</b>	5			10		
<b>6</b>	6			12		

\*Louisiana Housing Authority (LHA) received a waiver from HUD, effective July 1, 2011, through June 30, 2012, that allowed households requiring one-bedroom units under Louisiana Housing Authority (LHA)'s occupancy standards to rent two-bedroom units, as long as the rent for the two-bedroom unit does not exceed 110% of the one-bedroom fair market rent. In the case of single households, the waiver was only applicable to the elderly, disabled, or individuals displaced, as defined under Section 3(c)(2)(A) of the United States Housing Act of 1937. Although no additional households could be occupancy based on this expired waiver, the households already housed may continue to benefit from it.

If a household, based on the number of members, would qualify for more than one-unit size, the owner must allow the household to choose which unit size they prefer. Subject to capacity of database, applicants will be allowed to choose to be on the waiting list for units with two different bedroom sizes.

Applicants who require special design features such as applicants with sensory disabilities or applicants who use wheelchairs, walkers or other assistive devices, may request to be placed on the list seeking both accessible and non-accessible units. Non-accessible units may be functional for the applicant (with or without modifications) and in some cases may become available more quickly than units with the desired access features built in.

Note that these are the occupancy standards for the PSH program, and that each development will have its own occupancy code which may or may not be similar. The development may have a more stringent occupancy standard (fewer household members) than Louisiana Housing Authority (LHA). When a referral is made, the referral must be compliant with the development's standard unless that standard violates a law or regulation. In addition, the development or Louisiana Housing Authority (LHA) should make reasonable accommodations to the occupancy standards if requested by a disabled household and the request is disability related. If such a request is rejected, the LDH or its

designee will assist the applicant in appealing (if applicant chooses to appeal) and will refer applicants to a fair housing or legal services agency if appropriate and desired.

As per HUD Notice PIH 2016-05, Louisiana Housing Authority (LHA) must use the appropriate utility allowance for the size of the dwelling unit actually leased by the family, even when a larger unit has been leased by the family as a reasonable accommodation.

Counting household members: In order to determine the size of unit that would be appropriate for a particular household, the LLA, LDH or another entity designated by LDH or LHA needs to determine the number of household members. The following policies will apply.

- Count all full-time members of the household.
- Count all anticipated children. Anticipated children include the following:
  - Children expected to be born to a pregnant woman.
  - Children in the process of being adopted by an adult household member.
  - Children whose custody is being obtained by an adult household member.
  - Foster children who will reside in the unit.
  - Children who are temporarily in a foster home who will return to the household.
  - Children in joint custody arrangements who are present in the household 50% or more of the time.
  - Louisiana Housing Authority (LHA) may count children who are away at school and who live at home during recesses.
  - Louisiana Housing Authority (LHA) must count live-in personal care attendants for purposes of determining appropriate unit size.
  - Louisiana Housing Authority (LHA) must count foster adults living in the unit.
  - Adults, except a husband and wife or those in a similar living arrangement, shall not have to share a bedroom, unless they choose to do so.
  - Children of the opposite sex under the age of six may share a bedroom.
- A household member shall not have to share a bedroom if a consequence of sharing is or would be a severe adverse impact on his or her mental or physical health.
- Only bedrooms may be used for sleeping purposes by household members; the kitchen, living room, bathroom and hallways shall not be used for sleeping purposes by any household member.

In determining household unit size for a particular household, Louisiana Housing Authority (LHA) may grant an exception to established subsidy standards if Louisiana Housing Authority (LHA) determines that the exception is justified by the age, sex, health, disability, or relationship of household members or other personal circumstances.

#### **4.9.5 Acceptance**

PSH applicants that are referred to and accepted at a development, are removed from the waiting list. The LDH or its designee should assist the applicant as needed with move-in and assist them in achieving and maintaining a stable tenancy.

#### **4.9.6 Denial**

Applicants that are rejected by the development, should be offered an opportunity by the owner/property manager to appeal this determination. The LDH or its designee should work with the applicant in making the appeal, including reviewing the reasons for the denial and fashioning the appeal accordingly. This may include a request for reasonable accommodation.

Denial by developer(s) is not a reason to remove an applicant from the PSH waiting list for other projects. LDH or its designee is urged to be creative, engaging and working with the applicant household to identify housing for which they can be found eligible. Once an applicant household has been rejected three times by different developments, the applicant household will be removed from all waiting lists unless they can show good cause to remain on the lists. This household can reapply at any time.

#### **4.9.7 Other Referrals**

While the applicant is on a waiting list, LDH or its designee can assist the applicant in identifying and applying to other housing opportunities. This might include but is not limited to applying to local housing authorities with an open Section 8 and public housing waiting lists, other private assisted developments and opportunities available through local nonprofit organizations and Continuums of Care (CoC).

#### **4.10 Miscellaneous Supplemental Provisions**

Except for provisions regarding in-place families, the owner must lease Project-Based Voucher (PBV) units only to eligible families referred by Louisiana Housing Authority (LHA) from the proper waiting list.

##### *In Place Families:*

With respect to initial occupancy of a Project-Based Voucher (PBV) project, eligible in-place families must be placed on the project's waiting list, referred to the owner, and given an absolute selection preference for Project-Based Voucher (PBV). If the in-place family is participating in a tenant-based program and that family is otherwise eligible for the Project-Based Voucher (PBV) unit, the family can be admitted into the Project-Based Voucher (PBV) program provided that it is willing to give up its tenant-based voucher to enter into a new one-year Project-Based Voucher (PBV) lease for the unit.

##### *Referrals to Accessible Project-Based Voucher (PBV) Units:*

If a Project-Based Voucher (PBV) -eligible applicant has need for an accessible unit because it contains a member with mobility impairment, Louisiana Housing Authority (LHA) may refer the family to any Project-Based Voucher (PBV) owner with a vacant accessible unit or an accessible unit that is not occupied by a person with disabilities that requires such a unit.

*Filling Vacancies in Conjunction with Site-Based Waiting lists:*

Normally the owner will notify Louisiana Housing Authority (LHA) of any vacancy and Louisiana Housing Authority (LHA) will refer to the owner families from the waiting list. If there are no families on the waiting list, the owner may refer a client to Louisiana Housing Authority (LHA) for placement on the waiting list and determination of eligibility.

*Redetermination of Eligibility:*

If, as a result of an informal review of a decision to deny eligibility, the applicant is determined eligible by the LDH or designee, his/her name will be added to the waiting list in as close to the status the original application would have had as possible.

*Waiting list Updates:*

Louisiana Housing Authority (LHA) may from time to time, contact applicants to determine whether they are still interested in receiving Section 8 assistance and/or to update information on their application. Applicants who fail to respond to such inquiries as required will be withdrawn from the waiting list. Applicants who are withdrawn from the waiting list for failing to respond to any inquiry from Louisiana Housing Authority (LHA) will not be reinstated, unless the reason for their failure to respond is verified to be related to their disability.

*Security Deposits:*

The maximum amount of a security deposit that an owner may require is limited to one month's rent of the unit. This is consistent with private market practice.

**4.11 Informal Reviews for Applicants**

Applicants have the right to an informal review of Louisiana Housing Authority (LHA) decisions denying assistance to the applicant, to the extent provided by section 982.554 of the Regulations. Applicants must be notified of this fact at the time of application. In addition, applicants must be notified in writing of the following determinations, of their right to appeal these determinations as related to denial of assistance, and of the procedure for appealing (including the possible availability of local Legal Services offices and the Advocacy Center to help with appeals).

- Ineligibility (income or in need of PSH).
- Household size or bedroom number.
- Preference status.
- Denial of reasonable accommodations.
- Removal from the waiting list.

The following conference procedure is to be made available to applicants who seek to make such an appeal.

**1. THE TIME FOR REQUESTING A CONFERENCE**

An applicant who wishes an informal review must request a conference within ten (10) business days from the applicant's receipt of the notice of rejection or other determination.

**2. THE APPLICANT'S REQUEST**

The request for a conference must be made in writing, in person or on the phone. Within three (3) business days of receipt of applicant's request, Louisiana Housing Authority (LHA) will appoint an impartial conference officer. An impartial conference officer is someone who has no prior knowledge of the application and who is not supervised by a person who was involved in the decision being challenged. This individual may be an employee of Louisiana Housing Authority (LHA), a professional at another agency, a lay leader such as a minister or priest or other such individual.

### **3. SETTING UP THE CONFERENCE**

Louisiana Housing Authority (LHA) will set up a conference time and place convenient to Louisiana Housing Authority (LHA), conference officer and applicant. Conferences may be held over the telephone or in alternate locations at the request of the applicant. Conference generally should not be held later than twenty (20) days from the date of the written rejection notice of the decision at issue unless otherwise agreed to by the applicant, Louisiana Housing Authority (LHA) and conference officer. Failure of an applicant to appear on the scheduled conference date will result in a decision upholding Louisiana Housing Authority (LHA)'s position unless the applicant demonstrates good cause. If requested, Louisiana Housing Authority (LHA) will provide the applicant, and the applicant will provide Louisiana Housing Authority (LHA), the opportunity to examine and copy any documents that will be used to support their positions prior to the conference. Copying of Louisiana Housing Authority (LHA) documents shall be at the family's expense, unless Louisiana Housing Authority (LHA) waives this requirement.

Louisiana Housing Authority (LHA) must provide reasonable accommodations (including interpreters, if necessary) in the appeals process.

### **4. THE CONFERENCE**

The conference is an informal proceeding intended to determine whether Louisiana Housing Authority (LHA)'s rejection or other related determination is reasonable in light of the information presented and in accordance with Louisiana Housing Authority (LHA)'s selection criteria, this administrative plan and other program requirements or policies. At the conference, it is Louisiana Housing Authority (LHA)'s burden to present information in support of its decision, but the rules of evidence applicable in a court of law will not apply. Applicants may present information in addition to that previously provided to Louisiana Housing Authority (LHA). Both Louisiana Housing Authority (LHA) and the applicant are permitted, but not required, to have a representative or advocate present during the conference proceedings. Generally, conference proceedings shall be limited to one hour in length and each party should be prepared to present its case within the time allotted.

### **5. THE DECISION OF THE CONFERENCE OFFICER**

The conference officer must determine whether management's rejection or other determination is reasonable and in accordance with Louisiana Housing Authority (LHA)'s selection practices, this administrative plan and other program requirements or policies. The conference officer's decision must be in writing, and, if necessary, in an alternate format, must be dated, and must briefly state his or her findings of fact and the basis for his or her decision. Unless the parties mutually agree otherwise, the conference officer will only consider evidence presented at the conference. To the extent practicable a copy of the conference officer's decision shall be forwarded within five (5)



business days of the conference to Louisiana Housing Authority (LHA) and the applicant, in an alternate format, if necessary.

The conference officer's determination shall be final unless the applicant believes a local, state, or federal law has been violated in which case the applicant has the right to pursue the matter in other venues.

Notwithstanding the above, Louisiana Housing Authority (LHA) may limit informal reviews to denial of participation in the Project-Based Voucher (PBV) program and may exclude from review issues regarding household size or bedroom number, or issues regarding the suitability of a particular unit. Discretionary administrative determination or general policy issues or class grievances are not subject to informal review. Louisiana Housing Authority (LHA) may limit applicant presentations to written materials. Louisiana Housing Authority (LHA) may exclude from informal reviews any subject matters listed 24 CFR 982.554(c).

In all respects the informal review process shall conform to Section 982.554 of the Regulations.

#### **4.12 Supplemental Provisions Regarding Eligibility and Verification of Family Circumstances**

##### **4.12.1 Scheduling the Section 8 Project-Based Voucher (PBV) Eligibility Interview**

If necessary, Section 8 Project-Based Voucher (PBV) eligibility interviews will be scheduled for the applicants at the top of the waiting list.

Applicants may request that the interview be conducted in their homes or at some other convenient location if the nature of their disability is such that they cannot reasonably be expected to come to LDH or its designee or Louisiana Housing Authority (LHA)'s office or another location.

The appointment letter will advise the applicant to bring all documents necessary to document family composition, income, and deductions.

##### **4.12.2 Conducting the Section 8 Project-Based Voucher (PBV) Eligibility Interview**

1. Applicants will complete an application form, providing all information required on the HUD-50058 and 50059. The application will be signed by all adult members of the household. In addition, each adult household member must sign a Form HUD-9886, Authorization for Release of Information/Privacy Act Notice.
2. Applicants will be required to provide all information requested by Louisiana Housing Authority (LHA) including information on their income and on deductions claimed in the form of paystubs, computerized award letters for income received from government sources such as Temporary Assistance to Needy Families (TANF), court-ordered child support, Social Security, Supplemental Security Income, Unemployment Compensation and all other forms of income. Applicants will sign the appropriate releases for third party verification of income. Louisiana Housing Authority (LHA) will attempt to obtain third party verification of income through the Enterprise Income Verification (EIV) system or from the source of the income.

3. Applicants who wish to receive deductions for dependents, elderly/disabled status, unreimbursed medical expenses, reasonable childcare and/or disability assistance expenses, will be required to provide information on the status and/or the unreimbursed expenses. Louisiana Housing Authority (LHA) will attempt to obtain third-party verifications of deductions.
4. Dependents include persons with disabilities and full-time students other than family head or spouse. Full time students include those verified as attending traditional educational institutions as well as those pursuing full-time vocational training.

#### **4.12.3 Determining Eligibility**

1. Generally, Louisiana Housing Authority (LHA) will ascertain that the income of eligible applicants is at or below the Extremely Low-Income limit or the Very Low-Income limit, and Louisiana Housing Authority (LHA) will verify that that the family does not include an adult who has been evicted from federally assisted housing for drug-related criminal activity during the past three years. Any applicant who is subject to a lifetime registration requirement under a state sex offender registration program will be found ineligible for the Section 8 Project-Based Voucher (PBV) program. In addition, the applicant family will be denied admission if any household member has ever been convicted of drug-related criminal activity for manufacture or production of methamphetamine on the premises of federally assisted housing for the Section 8 Project-Based Voucher (PBV) program.
2. As a part of the eligibility determination, Louisiana Housing Authority (LHA) shall run a criminal record check on all adult family members. Applicants are required to sign releases for such criminal record checks. In addition, Louisiana Housing Authority (LHA) will check the sex offender's web site for the appropriate jurisdiction, for individuals that have lived outside the appropriate jurisdiction for the previous three years.
3. At least one member of an eligible family must have either citizenship or eligible immigration status. Applicants will be required to complete a Section 214 Declaration of Citizenship status for each member of the family. Louisiana Housing Authority (LHA) will require third-party verification of the applicant's certification documentation (U.S. Passport, resident alien card, social security card or other appropriate documentation; if 62 years of age or old, signed declaration of eligible immigration status and proof of age document), in accordance with Section 592 of the Quality Housing and Work Responsibility Act of 1998 (QHWRA).

Louisiana Housing Authority (LHA) will not require an applicant to establish and verify eligibility in relation to citizenship before providing financial assistance to an individual or family. However, Louisiana Housing Authority (LHA) must verify eligibility status no later than the date of the family's annual re-examination. A pro-rata reduction in housing assistance will be made for all persons in the participant family who do not have either citizenship or eligible immigration status.

4. If, within 30 days of the eligibility interview, the applicant has failed to submit the required documentation or to complete the required forms and certifications, the family will be determined to be ineligible for the Section 8 Project-Based Voucher (PBV) program. The

applicant will be notified in writing and will be given the opportunity to request an informal hearing.

5. As per PIH Notice 2016-05, an applicant family may become a program participant for the first 90 days even if the family lacks the documentation necessary to verify the Social security number (SSN) of day period must be granted if Louisiana Housing Authority (LHA) determines the applicant's failure to comply was due to circumstances that could not reasonably be foreseen and were outside of the control of the applicant.

#### **4.12.4 Grounds for Denial of Eligibility**

Louisiana Housing Authority (LHA) will not deny assistance to a current or former victim of domestic violence, dating violence or stalking, if otherwise qualified. Louisiana Housing Authority (LHA) will deny assistance to applicants who:

- A. Do not meet one or more of the eligibilities criteria.
- B. Fail to complete any aspect of the application or lease-up process.
- C. Have committed fraud, bribery, or any other corruption in connection with any federal housing assistance program, including the intentional misrepresentation of information related to their housing application or benefits derived therefrom.
- D. Have a family or household member who was evicted from public housing or federally assisted housing or was terminated from the voucher program within the last three years unless the family has successfully completed a supervised rehabilitation program approved by Louisiana Housing Authority (LHA).
- E. Have a family or household member who is currently illegally using a controlled substance or abuses alcohol in a way that may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents. Louisiana Housing Authority (LHA) may waive this requirement if:
  1. The person demonstrates to Louisiana Housing Authority (LHA)'s or LDH or designee's satisfaction that the person is no longer engaging in drug-related criminal activity or abuse of alcohol.
  2. The person has successfully completed a supervised drug or alcohol rehabilitation program.
  3. The person has otherwise been rehabilitated successfully.
  4. The person is participating in a supervised drug or alcohol rehabilitation program.
- F. Have a family or household member who has been convicted of manufacturing or producing methamphetamine (denied for life).
- G. Have a family member with a subject to a lifetime registration under a state sex offender registration program (denied for life).
- H. Have a family or household member who is currently engaged in or has engaged in during the five years before the family would receive assistance, or a shorter or longer time if exceptional circumstances warrant, violent criminal activity. Violent criminal activity is defined as any criminal activity that has 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.

#### **4.13 Owner Selection of Tenants**

The owner/landlord is responsible for developing written tenant selection procedures that are consistent with the purpose of improving housing opportunities for very low-income families and reasonably related to program eligibility and an applicants' ability to fulfill the obligations under the lease. The owner/landlord must promptly notify Louisiana Housing Authority (LHA), in writing, on any rejected applicant and the grounds for the denial.

##### **1) Tenant Screening:**

###### **A. Louisiana Housing Authority (LHA) Responsibility:**

Louisiana Housing Authority (LHA) is not responsible or liable to the owner/landlord or any other person for the family's behavior or suitability for tenancy. Louisiana Housing Authority (LHA) is responsible for determining eligibility based on applicant's income and criminal record.

Louisiana Housing Authority (LHA) must provide the owner/landlord with the family's current and prior address (as shown in Louisiana Housing Authority (LHA)'s records) and the name(s) and addressees (if known by Louisiana Housing Authority (LHA)) of the family's current and previous landlords. Louisiana Housing Authority (LHA) shall provide no other applicant information to owners.

Louisiana Housing Authority (LHA) must provide the applicant a description of Louisiana Housing Authority (LHA) policy on providing information to owners. Louisiana Housing Authority (LHA) must also provide the same type of information to all owners.

B. The owner is responsible for screening and selection of the family to occupy the owner/landlord's unit, provided that the owner may not deny assistance to a current or former victim of domestic violence, dating violence, stalking or sexual assault, if otherwise qualified, and the screening and selection process does not violate local, state or federal fair housing laws, and provided further that the owner provides reasonable accommodations as required. A participating owner must make housing available without regard to actual or perceived sexual orientation, gender identity, or marital status and may inquire about sexual orientation or gender identity only if needed for determining the number of bedrooms to which a household may be entitled.

C. When screening families, the owner/landlord may consider a family's tenancy history. Owners, however, are reminded that the target population for this program are persons who are likely to have poor tenancy histories. It is for this reason that the program makes available tenancy supports and social services to all tenants.

##### **2) Family Briefing on Acceptance of Offer:**

When a family accepts an offer for Project-Based Voucher (PBV) assistance, Louisiana Housing Authority (LHA) will give the family an oral briefing. The briefing must include information on how the program works and the responsibilities of the family and owner. In addition to the oral briefing, Louisiana Housing Authority (LHA) will provide a briefing packet that explains how the total tenant payment for a family is determined, the family obligations under the program, and applicable fair housing information.

### **3. Leasing:**

During the term of the HAP contract, the owner must lease contract units to eligible families that have been approved by Louisiana Housing Authority (LHA). The contract unit leased to the family must be leased in the appropriate size unit of the family, based on Louisiana Housing Authority (LHA)'s subsidy standards.

The tenant must have a legal capacity to enter a lease under state and local law. The tenant and the owner/landlord must enter into a written lease agreement that is signed by both parties. If an owner/landlord uses a standard lease form for rental units to unassisted tenants in the locality or premises, the same lease must be used for assisted tenancy, except that the lease must include a HUD-required tenancy addendum. If the owner/landlord does not use a standard lease for rental to unassisted tenants, the owner may use another form of lease, such as a Louisiana Housing Authority (LHA) model lease. Louisiana Housing Authority (LHA) will review the owner/landlord's lease to determine if the lease complies with state and local law. If Louisiana Housing Authority (LHA) determines that the lease does not comply with state or local law, Louisiana Housing Authority (LHA) will deny the approval of tenancy.

The term of the lease must be for at least one year. Upon the expiration of the lease, the owner/landlord may renew, refuse to renew the lease for "good cause", or refuse to renew the lease without good cause. If the owner/landlord refuses to renew the lease without good cause, Louisiana Housing Authority (LHA) must remove the unit from the Project-Based Voucher (PBV) HAP contract.

If the tenant and owner/landlord agree to any change in the lease, the change must be in writing, and the owner must immediately give Louisiana Housing Authority (LHA) a copy of all changes. The owner/landlord must notify Louisiana Housing Authority (LHA) in advance of any proposed change(s) in the lease regarding allocation of utility responsibility. This change must be approved by Louisiana Housing Authority (LHA). Louisiana Housing Authority (LHA) must re-determine reasonable rent, in accordance to program requirements.

### **4. Filling Vacancies:**

The owner/landlord must promptly notify Louisiana Housing Authority (LHA) and Tenant Services Liaison of any vacancy or expected vacancy in a contract unit. Louisiana Housing Authority (LHA) and the owner must make reasonable efforts to minimize the likelihood and length of any vacancy.

### **5. Reduction in HAP Contract Units Due to Vacancies:**

If any contract units have been vacant for 120 or more days since the owner/landlord have given notice to Louisiana Housing Authority (LHA), Louisiana Housing Authority (LHA) may give notice to the owner/landlord amending the HAP contract to reduce the number of contract units by subtracting the number of units, based on bedroom size.

## CHAPTER 5 ANNUAL AND INTERIM FUNCTIONS

### **5.1 Recertification of Family Eligibility**

1. At least annually, prior to the anniversary date of the HAP contract, participating families will be required to attend a recertification interview in person or by mail, to advise Louisiana Housing Authority (LHA) of any changes in the family's size or circumstances, and to resubmit documentation to Louisiana Housing Authority (LHA) regarding the family's income and allowable deductions. At least annually, each adult household member will sign a Form HUD-9886, Authorization for the Release of Information/Privacy Act Notice. Any change in the family's payment that results from this reexamination will become effective on the anniversary date of the family's tenancy.
2. Louisiana Housing Authority (LHA) has a streamlined annual reexamination for fixed income sources. Fixed income sources include social security payments (SSI and SSDI), federal, state, local and private pensions and other periodic payments received from annuities, insurance policies, retirement funds, disability or death benefits and other similar types of periodic payments. Louisiana Housing Authority (LHA) will first determine if a family member's income source is fixed and if so, apply a Cost-of-Living Adjustment (COLA) or a current rate of interest. The COLA or the current rate of interest applicable to each source of fixed income will be obtained either from a public source or from tenant-provided third party generated documentation. For any family member whose income is determined using streamlined reexamination, third party verification of all income amounts for all family members will be performed at least every three years.
3. Louisiana Housing Authority (LHA) reserves the right to require third party verification for a family member with fixed income in order to ensure compliance with HUD regulations and other requirement

### **5.2 Adjusting Rent between Regular Reexaminations**

1. Participants are required to report all changes in family composition or status to Louisiana Housing Authority (LHA) and TSM within 10 calendar days of the occurrence. Failure to report within the 10 calendar days may result in a retroactive rent increase, but not a retroactive credit or rent reduction. In order to qualify for rent reductions, participants must report income decreases promptly. Participants are also required to report interim increases in income if the increase is earned income following a period of benefit-only income or of zero income.
2. Louisiana Housing Authority (LHA) wishes to encourage families to improve their economic circumstances, so most changes in family income between reexaminations will not result in a rent change. Louisiana Housing Authority (LHA) will process interim changes in rent in accordance with the chart below:

INCOME CHANGE	Louisiana Housing Authority (LHA) ACTION
<b>(a) Decrease in income for any reason, except for decrease that is subject to Imputed Welfare Income rules.<sup>2</sup></b>	• <b>Louisiana Housing Authority (LHA) will process an interim reduction in rent if the income decrease will last more than 30 days. 24 CFR § 5.609</b>
<b>(b) Increase in earned income from the employment of a current household member.</b>	• <b>Louisiana Housing Authority (LHA) will either defer the increase to the next regular reexamination or, if the individual is eligible for an earned income disallowance, grant the disallowance. 24 CFR § 960.255</b>
<b>(c) Increase in unearned income (e.g., COLA adjustment for social security).</b>	• <b>Louisiana Housing Authority (LHA) will defer the increase to the next regular reexamination.</b>
<b>(d) Increase in income because a person with income (from any source) joins the household.</b>	• <b>Louisiana Housing Authority (LHA) will process an interim rent increase.</b>
<b>(e) Increase in monetary or non-monetary income after Participant claimed zero income.</b>	• <b>Louisiana Housing Authority (LHA) will process an interim rent increase.</b>

3. Louisiana Housing Authority (LHA) will process an interim increase in rent only if:
  - a. The participant reported zero income and has a verified increase in income (which may be a non-monetary contribution); or
  - b. The participant has misrepresented or failed to report facts upon which rent is based, so the rent the participant is paying is less than it should have been.
  - c. Louisiana Housing Authority (LHA) will apply any increase in rent retroactive to the month following the month in which the misrepresentation occurred.
4. Complete verification of the circumstances applicable to rent adjustments must be documented and approved by according to Louisiana Housing Authority (LHA) procedure on verification.
5. Louisiana Housing Authority (LHA) will process interim decreases in rent as follows:
  - a. When a decrease in income is reported, and Louisiana Housing Authority (LHA) verifies that the decrease will last less than 30 days, an interim adjustment will not be processed.
  - b. Participants reporting decreases in income that are expected to last more than 30 days will have an interim adjustment processed.
6. If a participant experiences a decrease in income from public assistance because their grant is cut for one of the two following reasons, their rent will not be reduced:
  - a. Welfare department has reduced the grant because of welfare fraud; or

<sup>2</sup> Decreases in welfare income resulting from welfare fraud or from cuts for failure to comply with economic self-sufficiency requirements are not eligible for rent reductions (24 CFR § 5.615)

- b. Welfare department has reduced the grant because the family failed to comply with economic self-sufficiency requirements.
7. If a participant challenges the welfare department's reduction of their grant, an interim reduction in rent will be processed until the matter is settled by the welfare department.
8. If the welfare department upholds the grant reduction, the participant shall owe a retroactive rent on the interim rent reduction granted.
9. If the welfare department overturns the grant reduction, no retroactive balance is owed.

### **5.3 Interim Changes in Family Composition**

1. All changes in family composition must be reported within ten days of occurrence. These changes would include:
  - a. Someone listed on the lease leaving the unit.
  - b. Birth, adoption, or court-awarded custody of a child.
2. Additions of the following persons must be requested in writing and require written permission from Louisiana Housing Authority (LHA) and the owner before the persons may move into the apartment:
  - a. Adult family member (including a new spouse).
  - b. Foster child or children.
  - c. Foster adult.
  - d. Live-in Aide.
  - e. Child in kinship care.
3. All adults who are proposed for addition to a family or household must be screened and, with the exception of Live-in Aides, must not overcrowd the unit.

### **5.4 Effective Date of Rent Adjustments**

Participants will be notified in writing of any rent adjustment including the effective date of the adjustment.

1. Rent decreases go into effect the first of the month following the report of a change. Income decreases reported or verified after the tenant accounting cut-off date will be effective the first of the second month with a credit retroactive to the first month.
2. Rent increases (except those due to misrepresentation) require 30 days' notice and become effective the first of the second month.

### **5.5 Earned Income Disallowances**

1. If a disabled participant goes to work or has new or additional earned income and qualifies under one of the following three criteria, that individual will receive an Earned Income Disallowance (EID) as described below:



- a. Goes to work after having been unemployed for at least twelve months, or goes to work after having earned less than would be earned working ten hours per week for a fifty-week year earning minimum wage or receive new or increased earned income during participation in an education, job training, or other economic self-sufficiency activity; or
  - b. Receives new or increased earned income within six months of having received a cash benefit or in-kind services funded through the program of Temporary Assistance to Needy Families. If any in-kind benefit (childcare, clothing, or transportation subsidies for example) was received it must be worth at least \$500 in the past six months.
2. During the first 12 months after the date when the participant qualified for the Earned Income Disallowance (EID), the participant's rent will not be increased because of the new earned income. Rent during this period will be based on the participant's income before qualifying for the Earned Income Disallowance (EID) plus any increases in unearned income that may occur after qualifying for the EID.
  3. During the second 12 months after the date the participant qualified for the Earned Income Disallowance (EID), the participant's rent will be increased by an amount equal to fifty percent of what the increase would be if not for the Earned Income Disallowance (EID).
  4. The disallowance periods described in number 3 and 4 above only occur while the participant is employed. If the participant stops working for any reason, the disallowance stops and resumes again when the participant goes back to work.
  5. Even if the full 24 months of disallowance (12 months of full disallowance plus 12 months of 50% disallowance) have not been used, the EID will terminate 24 months from the date when the participant first qualified for the EID.
  6. An Earned Income Disallowance (EID) is awarded to a person, not an entire family. More than one adult family member can receive an EID at the same time if they are disabled and qualify as described under number 1 above.
  7. No one receives more than one Earned Income Disallowance (EID) in a lifetime.

#### **5.6 Exclusion of Mandatory Education Fees**

As per PIH Notice 2016-05, the definition of income excludes from calculations of individual income any financial assistance received for mandatory fees and charges (in addition to tuition). For guidance as to what constitutes such fees, Louisiana Housing Authority (LHA) will rely on Notice PIH 2015-21.

## CHAPTER 6 VERIFICATIONS PRIOR TO ADMISSION AND DURING OCCUPANCY

Louisiana Housing Authority (LHA) will verify information related to waiting list preferences, eligibility, admission, and level of benefits prior to admission in accordance with the verification procedure and current HUD guidelines. Periodically during occupancy, items related to eligibility and rent determination shall also be reviewed and verified. Income, assets, and expenses will be verified, as well as disability status, need for a live-in aide and other reasonable accommodations, full-time student status of family members 18 years of age and older, social security numbers, citizenship/eligible noncitizen status. Age and relationship will only be verified in those instances needed to make determine the level of assistance.

Louisiana Housing Authority (LHA) has obtained a waiver from HUD requiring applicants to provide their social security numbers within 90 days of from the date of admission into the program, rather than prior to such admission. The waiver also provides that Louisiana Housing Authority (LHA) shall grant an extension of one additional 90-day period if in its discretion, Louisiana Housing Authority (LHA) determines that the applicant’s failure to comply was due to circumstances that could not reasonably have been foreseen and are outside the control of the applicant.

### **6.1 Acceptable Methods of Verification**

Age, relationship, U.S. citizenship, and social security numbers will generally be verified with documentation provided by the family. For citizenship, the family's Section 214 Declaration of Citizenship certification for each family member will be accepted. Verification of these items will include photocopies of the social security cards and other documents presented by the family, the INS SAVE approval code, and forms signed by the family.

Income information will be verified in accordance with HUD instructions, details of which are published in Notice PIH 2009-19, “Administrative Guidance for Effective and Mandated Use of the Enterprise Income Verification (Enterprise Income Verification (EIV)) System” (the Notice). The Notice provides for application of a Verification Hierarchy, as follows (the chart is from page 3 of the Notice):

Level	Verification Technique	Ranking
6	<b>Upfront Income Verification (UIV)</b> using HUD’s Enterprise Income Verification (Enterprise Income Verification (EIV)) system (not available for income verifications of applicants)	<b>Highest (Mandatory)</b>
5	<b>Upfront Income Verification (UIV)</b> using non-HUD system	<b>Highest (Optional)</b>
4	<b>Written third Party Verification</b>	<b>High (Mandatory to supplement Enterprise Income Verification (EIV)-reported income sources and when Enterprise Income Verification</b>

		(EIV) has no data; Mandatory for non-Enterprise Income Verification (EIV) reported income sources; Mandatory when tenant disputes Enterprise Income Verification (EIV)
		reported employment and income information <u>and</u> is unable to provide acceptable documentation to support dispute)
3	Written Third Party Verification Form	Medium-Low (Mandatory if written third party verification documents are not available or rejected by the Public Housing Authority (PHA); and when the applicant or tenant is unable to provide acceptable documentation)
2	Oral Third Party Verification	Low (Mandatory if written third party verification is not available)
1	Tenant Declaration	Low (Use as a last resort when unable to obtain any type of third-party verification)

**Note:** This verification hierarchy applies to income determinations for applicants and participants. However, Enterprise Income Verification (EIV) is not available for verifying income of applicants.

Definition of terms and other details are contained in the Notice. Louisiana Housing Authority (LHA) shall set reasonable deadlines for the receipt of applicable verification materials prior to continuing on to the next type of verification.

## 6.1 Verification of Assets

### 6.1.1 Verification of Assets Under \$5,000

After the initial verification of income, participant families whose assets are valued at \$5,000 or less may provide a declaration in a form acceptable to Louisiana Housing Authority (LHA) that their assets are less than or equal to \$5,000; this declaration must show each asset and the amount of income expected from or imputed by that asset. Households with assets valued at \$5,000 or less may provide such a declaration for two of three years; on the third year, these households will be required to provide third party verification of assets.

### 6.2 Enterprise Income Verifications (EIV)

Use of HUD's Enterprise Income Verification (EIV) system will be as required by the Notice. It is important to note that Enterprise Income Verification (EIV) data will be used for limited official purposes as described in the Notice.

No adverse action can be taken against a participant until Louisiana Housing Authority (LHA) has independently verified the Enterprise Income Verification (EIV) information and the participant has been granted an opportunity to contest any adverse findings through the established grievance procedure. The consequences of adverse findings may include Louisiana Housing Authority (LHA) requiring the immediate payment of any over-subsidy, the entering into a repayment agreement, eviction, criminal prosecution, or any other proper remedy.

Furthermore, the information Louisiana Housing Authority (LHA) derives from the Enterprise Income Verification (EIV) system will be protected to ensure that it is used solely for official purposes and not disclosed in any way that would violate the privacy of the affected individuals. To ensure that Enterprise Income Verification (EIV) data is protected, it will be stored in the file in a separate envelope that is marked “Confidential” and shall be kept in the tenant file for no longer than three years from the tenant’s End of Participation (EOP) date.

**6.3 Types of Verification**

The chart below outlines the factors that may be verified and gives common examples of the verification that will be sought. To obtain written third-party verification, Louisiana Housing Authority (LHA) will send a request form to the source along with a release form signed by the applicant/participant via first class mail.

In the event conflicting information is received regarding one of the items to be verified, Louisiana Housing Authority (LHA) staff will attempt to resolve the conflict and will document why one piece of information was used versus another.

The Notice or any other HUD requirements shall prevail in the event of any conflict with the following chart.

<b>Verification Requirements for Individual Items</b>		
<b>Item to Be Verified</b>	<b>3rd party verification</b>	<b>Hand-carried verification</b>
<b>General Eligibility Items</b>		
<b>Social Security Number</b>	Letter from Social Security, electronic reports	<b>Social Security card or a third-party document stating the social security number</b>
<b>Adult Status of the Head of Household</b>		<b>Valid driver’s license, identification card issued by a government agency, or a birth certificate</b>
<b>Citizenship</b>	N/A	<b>Signed Section 214 Declaration, and voter's registration card, birth certificate, etc.</b>
<b>Eligible immigration status</b>	INS SAVE confirmation #	<b>INS card</b>
<b>Disability</b>	Enterprise Income Verification (EIV) receipt of SSI, Verification Form from medical professional	<b>Proof of SSI or Social Security disability payments</b>
<b>Full-time student status (if &gt;18)</b>	Verification Form or letter from school	<b>For high school and/or college students, any document evidencing FT enrollment</b>

<b>Verification Requirements for Individual Items</b>		
<b>Need for a live-in aide</b>	Verification form or letter from medical professional or other professional knowledgeable of condition	N/A
<b>Childcare Costs</b>	Verification form or letter from care provider	<b>Bills and receipts</b>
<b>Disability Assistance Expenses</b>	Verification forms or letter from suppliers, care givers, etc.	<b>Bills and records of payment</b>
<b>Medical Expenses</b>	Verification forms or letters from providers, prescription record from pharmacy, medical professional's letter stating assistance, or a companion animal	<b>Bills, receipts, records of payment, dates of trips, mileage log, receipts for fares and tolls</b>
<b>Medicare Discount Card</b>		<b>A card with the words "Medicare Approved" on it</b>
<b>Verification Requirements for Individual Items</b>		
<b>Item to Be Verified</b>	<b>Third-party verification</b>	<b>Hand-carried verification</b>
<b>Medicare Discount Benefit</b>		<b>Individual receipts if the pre-discount cost is included; a comparison of receipts before and after the application of the discount; other information provided by the pharmacy supplying the prescription; or if nothing else is available, an imputed value of \$48.17 per prescription.</b>
<p><b>Value of and Income from Assets</b>  <b>The verification requirements in the matrix below apply ONLY when the participating family has total assets greater than \$5,000. Participant families whose assets are valued at \$5,000 or less may provide a declaration in a form acceptable to Louisiana Housing Authority (LHA) that their assets are less than or equal to \$5,000; this declaration must show each asset and the amount of income expected or imputed by that asset. Third party verification of assets will be required at least every third year.</b></p>		
<b>Savings, Checking Accounts</b>	Verification form or letter from institution	<b>Passbook, last three months of bank statements</b>
<b>CDs, Bonds, etc.</b>	Verification form or letter from institution	<b>Tax return, information brochure from institution, the CD, the bond</b>
<b>Stocks</b>	Verification form or letter from broker or holding company	<b>Stock or most current statement, price in newspaper or through Internet</b>

<b>Verification Requirements for Individual Items</b>		
<b>Real Property</b>	Verification form or letter from tax office, assessment, etc.	<b>Property tax statement (for current value), assessment, records or income and expenses, tax return</b>
<b>Personal Property held as an investment</b>	Assessment, bluebook, etc.	<b>Receipt for purchase, other evidence of worth</b>
<b>Cash Value of Whole Life Insurance Policies</b>	Verification form or letter from insurance company	<b>Current statement</b>
<b>Assets Disposed of for less than Fair Market Value</b>	N/A	<b>Original receipt and receipt at disposition, other evidence of worth</b>
<b>Income</b>		
<b>Earned Income</b>	Verification form or letter from employer	<b>Two consecutive pay stubs</b>
<b>Self-employed</b>	N/A	<b>Tax return from prior year, books of accounts</b>
<b>Verification Requirements for Individual Items</b>		
<b>Item to Be Verified</b>	<b>Third-party verification</b>	<b>Hand-carried verification</b>
<b>Verification Requirements for Individual Items</b>		
<b>Item to Be Verified</b>	<b>Third-party verification</b>	<b>Hand-carried verification</b>
<b>Regular Gifts and Contributions</b>	Verification form or letter from source, letter from organization receiving gift (i.e., if grandmother pays day care provider, the day care provider could so state)	<b>Bank deposits, other similar evidence</b>
<b>Alimony/Child Support</b>	Verification form, letter, or printout from agency through whom payments are made, letter from source, letter from Human Services	<b>Record of deposits, divorce decree</b>
<b>Social Security (all types)</b>	Enterprise Income Verification (EIV) or Verification form from	<b>Letter from Social Security</b>
<b>Periodic Payments (Welfare, Pensions, Workers' Comp., Unemployment)</b>	Verification form or electronic reports from the source	<b>Award letter, letter announcing change in the amount of any future payments.</b>

**Verification Requirements for Individual Items**

<b>Training program Participation</b>	Letter from program provider indicating <ul style="list-style-type: none"><li>- whether enrolled</li><li>- whether training is HUD-funded</li><li>- whether State or local program</li><li>- whether it is employment training</li><li>- whether payments are for out-of-pocket expenses incurred to participate in a program</li></ul>	N/A
---------------------------------------	---	-----

DRAFT

## **CHAPTER 7      CHANGES IN FAMILY SIZE, FAMILY SEPARATIONS, ABSENCES, AND MOVES**

### **7.1 Changes in Family Size**

1. If the family size increases while the family is receiving assistance under the voucher program, and the family becomes eligible for a larger voucher, Louisiana Housing Authority (LHA) will work with owners to provide a Project-Based Voucher (PBV) unit of suitable size if one is available. Situations will take priority where the increase in family size results in the assisted unit failing UPCS space standards.
2. If the family size decreases while the family is receiving assistance under the Project-Based Voucher (PBV) program, and the family becomes ineligible for the unit size it currently occupies, Louisiana Housing Authority (LHA) will work with owners to provide a Project-Based Voucher (PBV) unit of suitable size if one is available. Louisiana Housing Authority (LHA) may require the family to move to a Project-Based Voucher (PBV) unit of suitable size.
3. If Louisiana Housing Authority (LHA) determines that a family is occupying a wrong size unit, based on Louisiana Housing Authority (LHA)'s subsidy standards, or a unit with accessibility features that the family does not require, and the unit is needed by a family that does require the features, Louisiana Housing Authority (LHA) must promptly notify the family and the owner/landlord of this determination and offer the family the opportunity to receive continued housing assistance in another Project-Based Voucher (PBV) unit, if available.
4. If Louisiana Housing Authority (LHA) offers the family another unit and the family does not accept the offer, does not move out of the Project-Based Voucher (PBV) unit within a reasonable time as determined by Louisiana Housing Authority (LHA), or both, Louisiana Housing Authority (LHA) must terminate the housing assistance payments for the unit at the expiration of a reasonable period determined by Louisiana Housing Authority (LHA).

### **7.2 Family Separations**

If a family separates during the time it is receiving Section 8 assistance, Louisiana Housing Authority (LHA) will determine who retains the assistance as follows:

1. First consideration will be given to a family member forced to leave the household as a result of actual or threatened violence by a spouse or other family member.
2. Second consideration will be given to an adult family member with custody of minor children.
3. Third consideration will be given to an adult family member with custody of ill, elderly, or disabled family members.

If none of the above applies, the adult member initially designated as head of household (HOH) will retain the Project-Based Voucher (PBV) unit even if the household does not meet the PSH eligibility requirement; however, the HOH must meet the income eligibility requirement. In addition, the household may be asked to move to a unit suitable for the new family configuration. See Section 7.1.

If the household member(s) separating is/are eligible for PSH, Louisiana Housing Authority (LHA) will treat the person or group leaving the unit as a transfer or terminate participation if the household member(s) is/are no longer interested in receiving assistance from the PSH program. Louisiana



Housing Authority (LHA) will reevaluate this policy should a significant number of units become occupied by households not in need of the PSH supports

### **7.2.1 Death of Household Member**

When the death of a household member, results in a household which is eligible for continued occupancy based on income but does not meet the criteria for “In Need for PSH”, the household may remain, subject to the rules regarding change in family size (7.1-2). This applies only to those household members who are on the lease, i.e., does not include a live-in aide. Louisiana Housing Authority (LHA) will reevaluate this policy should a significant number of units become occupied by household not in need of the PSH supports.

### **7.3 Family Absences from the Assisted Unit**

1. An assisted family that finds it necessary to be absent from the unit for a more than 30 consecutive days is required to notify the owner, Louisiana Housing Authority (LHA) and the TSM of their absence, and the date by which they expect to return. If no notice has been given or if the proper notice was not given and Louisiana Housing Authority (LHA) finds the assisted unit unoccupied or occupied by someone other than the designated head of household or other adult member of the family, it will assume that the family has vacated the unit and will terminate assistance for the family.
2. Under no circumstances may the family be absent from the assisted unit for more than 90 consecutive days. If the family’s absence exceeds 90 days, Louisiana Housing Authority (LHA) will terminate assistance for the family. This is subject to reasonable accommodation requests.

### **7.4 Family Moves with Continued Assistance**

One of the primary goals of the PSH Program is to assist tenants to maintain tenancy in the community. Louisiana Housing Authority (LHA) policies and procedures are intended to assist tenants in preserving tenancies and/or to transfer to another unit in order to remain in the community. An assisted family in good standing with the program and the owner of unit they are currently occupying may be transferred to a new Project-Based Voucher (PBV) unit a maximum of three times during continued assistance, if a unit is available and the HAP for the old unit has been or will be terminated for reasons not caused by the family, or for the following reasons relocation directed by Louisiana Housing Authority (LHA):

- Owner caused failed UPCS, provided the tenant is compliant with program regulations.
- Family need for an accessible unit to accommodate a member’s disability or other medical condition.
- Verified catastrophic disaster, e.g., floods.
- Change in family’s voucher size.
- Other good cause determined and approved by Louisiana Housing Authority (LHA).
- Violence Against Women Act (VAWA) - related incident that occurred within 90 days of transfer request.

Assisted families on the waiting list to be rehoused/transferred for the reasons listed in this section will be given absolute preference for the next available unit unless otherwise approved by Louisiana

Housing Authority (LHA), mutual rescissions of a lease between tenant and landlord are not allowed. A participant who chooses to rescind a current lease with a landlord without Louisiana Housing Authority (LHA) approval may be subject to termination of assistance. Louisiana Housing Authority (LHA) will offer the tenant 1-unit referral. If Louisiana Housing Authority (LHA) offers a family a unit and the family does not accept the unit, the tenant will have the option to stay in their current unit or Louisiana Housing Authority (LHA) may terminate participation.

### **7.5 Moves with tenant-based vouchers**

A family that wishes to move with continued assistance receive after the first year of occupancy in a project-based voucher (PBV) unit may receive a tenant-based voucher or other comparable tenant-based rental assistance, as provided by 24 CFR 983.261. If tenant-based voucher (TBV) or other comparable assistance is not immediately available upon termination of a family's lease of a PBV unit, the Louisiana Housing Authority (LHA) must give the family priority to receive the next available opportunity for continued tenant-based rental assistance. The family's use of the TBV must continue to meet the requirements of the PSH program.

DRAFT

## CHAPTER 8 EVICTIONS AND OWNER CLAIMS

### **8.1 Evictions and Terminations of Tenancy**

1. An owner may evict a Section 8 Project-Based Voucher (PBV) tenant at any time for serious or repeated violations of the lease; violation of local, state, or federal laws applicable to the tenant's occupancy of the unit; violent criminal behavior by the tenant, a household member, or guest that threatens other residents or persons residing near the unit or drug-related criminal activity.
2. After the first year, an owner may give notice of lease termination to a Section 8 tenant for good cause, except that good cause does not include the owner's desire to use the unit for personal or family use, or for a purpose other than as a residential unit or for business or economic reason for termination of the tenancy. Regulations 983.257.
3. The owner must give the tenant a written notice of intention to terminate the lease, and the grounds for the termination, and must give a copy to Louisiana Housing Authority (LHA). If the lease is not being renewed, the owner is required to give the tenant 90 days' notice.
4. A Section 8 Project-Based Voucher (PBV) tenant who is evicted for serious or repeated violations of the lease; violation of local, state, or federal laws applicable to the tenant's occupancy of the unit; violent criminal behavior by the tenant, a household member, or guest that threatens other residents or persons residing near the unit; or drug-related criminal activity will have his/her assistance terminated and will not be eligible to move to a new unit with Section 8 assistance.
5. If the owner refuses to renew the lease without good cause, Louisiana Housing Authority (LHA) will transfer the tenant to another Project-Based Voucher (PBV) unit when available and may remove the Project-Based Voucher (PBV) unit from the HAP contract.
6. Eviction actions must be compliant with the Violence Against Women and Department of Justice Reauthorization Act of 2005, P.L. 109-162.

## CHAPTER 9 TERMINATIONS AND INFORMAL HEARINGS

This section applies only to Section 8 Project-Based Voucher (PBV) participants. Applicants to the Project-Based Voucher (PBV) program are not eligible for Informal Hearings. Applicants are eligible for Informal Reviews, per Section IV of this Policy.

It is the goal of the PSH Program to assist tenants to maintain their tenancies and live successfully in the community. In this context, it is Louisiana Housing Authority (LHA)'s intention to terminate participants only when required to do so by HUD statute or regulation or for serious or repeated violations of the lease which the PSH supports are unable to successfully resolve.

### **9.1 Terminations**

1. Louisiana Housing Authority (LHA) may terminate assistance to Project-Based Voucher (PBV) participants who fail to meet their family obligations under the program. These obligations include supplying required information, maintaining the unit and supplying tenant-paid utilities and appliances as required under UPCS, allowing Louisiana Housing Authority (LHA) to inspect the unit, complying with the provisions of the lease, notifying Louisiana Housing Authority (LHA) and the owner before moving, giving Louisiana Housing Authority (LHA) a copy of any eviction notice, and using the assisted unit as the family's only residence.
2. Louisiana Housing Authority (LHA) may terminate assistance to participating families if any member of the family commits violent or drug-related criminal activity. Drug-related criminal activity includes the use, possession, transport, purchase, or sale of any controlled substance, whether or not the activity occurs in or near the assisted unit. Louisiana Housing Authority (LHA) will make its decision regarding the termination of assistance based on the preponderance of evidence indicating that a family member has engaged in such activity, regardless of whether the family member has been arrested or convicted.
3. Criminal activity relating to domestic violence, dating violence, or stalking shall not be considered cause for termination of assistance for any participant or immediate member of a participant's family who is a victim of the domestic violence, dating violence, or stalking. If an incident or incidents of actual or threatened domestic violence, dating violence or stalking occur that may affect a tenant's participation in the housing program, Louisiana Housing Authority (LHA) will request in writing that the individual complete, sign and submit, within 14 business days of the request, a HUD-approved certification form. On the form, the individual certifies that he/she is a victim of domestic violence, dating violence, or stalking, and that the incident or incidences in question are bona fide incidences of such actual or threatened abuse. On the certification form, the individual shall provide the name of the perpetrator. Nothing limits Louisiana Housing Authority (LHA) from terminating assistance for other good cause unrelated to the incident or incidents of domestic violence, provided that the victim is not subject to a more demanding standard than non- victims.
4. Louisiana Housing Authority (LHA) will terminate assistance to tenants who commit fraud in connection with the Project-Based Voucher (PBV) program. Intentional misrepresentation of the family's income, preferences, or allowable deductions at the initial eligibility interview or annual reexamination will be considered fraud and will be grounds for the immediate termination of the family's assistance.

5. Louisiana Housing Authority (LHA) will terminate assistance to tenants who refuse to enter into repayment agreements for amounts owed Louisiana Housing Authority (LHA).
6. Louisiana Housing Authority (LHA) will terminate assistance to tenants who fail to make three consecutive payments under an existing repayment agreement.
7. Prior to any termination Louisiana Housing Authority (LHA) may consult with the LDH or its designee to the extent Louisiana Housing Authority (LHA) deems appropriate, in Louisiana Housing Authority (LHA)'s sole discretion.
8. Termination actions must comply with Violence Against Women and Department of Justice Reauthorization Act of 2005, P.L. 109-162.

**9.2 Informal Hearings for Participants**

1. Louisiana Housing Authority (LHA) will provide the opportunity for an informal hearing to program participants who are being terminated from the program for cause as stated above, for absenting themselves from the assisted unit per Section VII B, because of a determination of ineligible immigration status, or for continued occupancy of an oversized unit. Louisiana Housing Authority (LHA) will send written notice of the reason(s) for the proposed action and advise the participant that if he/she does not agree with the decision, he/she may request an informal hearing, in writing, within 10 working days of the notice. If the participant requests a hearing, the assistance will not be terminated until the final decision is made.
2. Louisiana Housing Authority (LHA) will also provide the opportunity for an informal hearing as a result of the adverse effect (no reduction in rent) due to reductions in welfare benefits for welfare fraud or failure to comply with welfare department economic self-sufficiency program requirements. However, Louisiana Housing Authority (LHA) will not provide an informal hearing on the welfare department's decision to reduce benefits; the informal hearing will be held on Louisiana Housing Authority (LHA)'s decision to not reduce the rent.
3. When a participant requests a hearing, Louisiana Housing Authority (LHA) will schedule the hearing promptly and notify the participant of the date and time of the hearing. Prior to the hearing, the participant will be given an opportunity to examine and copy any documents pertinent to the family's termination.
4. At the hearing, a lawyer or other representative may represent the family, at its own expense. The hearing officer may regulate the conduct of the hearing to assure that it is fair and expeditious. The family will be given the opportunity to present evidence, and to question any witness. The hearing officer will issue a written decision within ten working days, stating the reasons for the decision. The decision of the hearing officer must be compliant with the Regulations.
5. An informal hearing also will be provided for participants who believe that their annual or adjusted income, utility allowance, or allowable unit size has not been determined in accordance with the law, HUD regulations, or Louisiana Housing Authority (LHA)'s policies. These participants will be provided an explanation of the basis for Louisiana Housing Authority (LHA)'s determination. If the family still does not agree with the determination, an informal hearing will be scheduled as above.

6. The same subject matters excluded from informal reviews for denial of eligibility shall be excluded from informal hearings for denial of assistance. In addition, Louisiana Housing Authority (LHA) may exclude any subject matters listed in 24 CFR 982.555(b).
7. In all respects the informal hearing process shall conform to Section 982.555 of the Regulations.

DRAFT

## **CHAPTER 10 PROGRAM MANAGEMENT**

### **10.1 Leasing Units**

1. Louisiana Housing Authority (LHA) will take all actions necessary to reach and maintain a utilization rate of at least 95 percent, provided that such utilization rate can be supported by the budget provided by HUD.
2. Louisiana Housing Authority (LHA) will prepare a monthly report showing the number of voucher units under lease.

### **10.2 Revising Utility Allowance Schedules**

1. At least annually, Louisiana Housing Authority (LHA) will obtain and analyze utility rate data for all utility providers in the local jurisdiction and will decide whether there has been a change of 10% or more in the rate for any utility since the last revision of the Utility Allowance Schedule.
2. If there has been a change of 10% or more, a proper adjustment to the schedule will be made. No adjustment will be made for any increase calculated to be less than \$1 per unit month.

### **10.3 Revising Voucher Payment Standards**

1. At least annually, Louisiana Housing Authority (LHA) will decide whether the payment standard is both adequate to facilitate the availability of Project-Based Voucher (PBV) units and cost effective.
2. The payment standard for each unit size will be set at a level both adequate to facilitate the availability of Project-Based Voucher (PBV) units and cost effective. However, under no circumstances will the voucher payment standard be set at less than 90% or more than 110% of the published Fair Market Rent without HUD approval.

### **10.4 Administrative Fee Reserve**

1. Louisiana Housing Authority (LHA) will maintain an administrative fee reserve for the Section 8 program. Louisiana Housing Authority (LHA) will credit to the administrative fee reserve the total of:
  - a. The amount by which program administrative fees paid by HUD for a fiscal year exceed Louisiana Housing Authority (LHA)'s program expenses for the fiscal year, plus
  - b. Interest earned on the administrative fee reserve.
2. If funds in the administrative fee reserve are not needed to cover Louisiana Housing Authority (LHA)'s administrative expenses, Louisiana Housing Authority (LHA) may use these funds for Project-Based Voucher (PBV) or for other purposes allowable by HUD Requirements.

## CHAPTER 11 QUALITY ASSURANCE PROGRAM

### 11.1 Quality Assurance Practices

To maintain the appropriate quality standards for the Project Based Voucher program, Louisiana Housing Authority (LHA) will regularly (at least annually) review files and records to determine if the work documented in the files or records conforms to program requirements. This shall be conducted by a supervisor or another qualified person other than the one originally responsible for the work or someone subordinate to that person. The number of files and/or records checked shall be at least equal to the number specified in the Section Eight Management Assessment Program (SEMAP) for Louisiana Housing Authority (LHA) Project-Based Voucher (PBV) program. Documentation of all quality control reviews will be maintained by Louisiana Housing Authority (LHA) and will be made available for review by HUD and auditors. Documentation will include data on how the sample was selected, information on the individual cases reviewed and the results of each review and information on follow-up activities that occurred to address deficiencies.

Among the areas that shall have quality control reviews are the following:

- A. That projects were appropriately selected.
- B. That applicants were placed on the waiting list appropriately, that applicants were selected from the waiting list in accordance with HUD and Louisiana Housing Authority (LHA) policies and their selection criteria were documented.
- C. That determination of rent reasonableness was appropriate.
- D. That participants are paying the appropriate rent (including utility allowances) and their income and expenses were properly documented and verified both upon admission and re- certification.
- E. That UPCS inspections were properly conducted in a timely manner.
- F. That UPCS deficiencies were properly followed up on and appropriate repairs were made in a timely manner.

If significant errors are found during a quality control review, then appropriate training shall be immediately conducted for the person(s) who made the errors and that person shall correct all of his/her errors to the maximum extent feasible.



## CHAPTER 12 PARTICIPANT FILES

### **12.1 Practices Regarding Participant Files**

Participant files will be maintained in a secure and locked environment. The file should include (but is not limited to): housing application, supporting documents, income, executed lease(s), supplements to lease, unit inspection reports, verifications, leases, letters/notices, income and rent determinations and a summary of Louisiana Housing Authority (LHA)'s interactions with the participant(s). During the term of each assisted lease and for at least three years thereafter, Louisiana Housing Authority (LHA) will retain the following in the current participant file:

- A copy of the executed lease.
- HAP contracts.
- HUD required reports.
- “Permanent” information, such as copies of social security cards, birth certificates, citizenship status.
- Original application.

Louisiana Housing Authority (LHA) will keep the following records for at least three years, or any longer period specified by HUD Requirements:

- Records that supply income, racial, ethnic, gender and disability status data on program applicants and participants.
  - HUD required reports.
  - Unit inspection reports.
  - Documentation of rent reasonableness.
  - Lead-based paint records as required by 24 CFR 35, Subpart B.
  - Records to document the basis for rent determinations and that the rent to owner is a reasonable rent (initially and during the term of the HAP contract).
  - Accounts and other records supporting Louisiana Housing Authority (LHA)'s budget and finance statements for the program.
  - Other records as specified by HUD. Louisiana Housing Authority (LHA) may use a two-step destruction process.
1. When a participant file become large, but contains documents that must be retained, Louisiana Housing Authority (LHA) may remove the documents to a temporary storage location.
  2. The current participant file will be documented with information on the documents that have been removed and where the documents are located. At no time will Louisiana Housing Authority (LHA) remove “permanent” information described above from the current folder.
  3. Louisiana Housing Authority (LHA) may destroy documents that are no longer required AND meet the timeframes above. Documents will be burned and/or shredded.

## **EXHIBIT A: DESCRIPTION OF ROAD HOME PROGRAM PERMANENT SUPPORTIVE HOUSING (PSH) INITIATIVE**

Louisiana's Road Home Plan defined Permanent Supportive Housing (PSH) as housing that is: safe and secure; affordable to the eligible target population (monthly rent and utilities do not exceed 30% of monthly income); and permanent, with continued occupancy as long as the household pays the rent and complies with the lease or applicable landlord/tenant laws. The housing is linked with supportive services that are: flexible and responsive to the needs of the individual; available when needed by tenants; and accessible where the tenant lives, if necessary.

Louisiana's PSH Initiative is designed to serve a cross-disability population. To be eligible for PSH, a household must meet the following two criteria:

1. Extremely low-income (at or below 30% of Area Median Income); and
2. In need of Permanent Supportive Housing. A household is considered to be in need of PSH if a member of the household has a physical, mental, or emotional impairment which is expected to be of long continued or indefinite duration; substantially impedes ability to live independently without supports; and is of a nature that such ability could be improved by more suitable housing conditions. The household must be considered in need of services offered by the program to live in the community and not become evicted, homeless, or institutionalized.

Program preferences established by the Louisiana Department of Health (LDH), the agency charged with administering the supportive services component of the program, generally target households displaced by the 2005 hurricanes, homeless households, and households at risk of homelessness, and households/individuals who are unnecessarily institutionalized or at risk of unnecessary institutionalization.

### *PSH Unit Production & Affordability*

Approximately 1,000 PSH units were or will be created as a result of state officials prioritizing the creation of PSH units within broader policy objectives. These PSH units awarded through a combination of the GO-Zone LIHTCs, a CDBG-funded "deficit loan" program that required developers of previously funded tax credit projects to create PSH units for receiving additional funds to offset high property insurance costs, and a Small Rental Repair Program (SRRP) for owners rehabilitating properties of 1-4 units. Additional units were also secured in either tax-credit projects or private rental market units through the Department of Children and Family Services (DCFS) Transitional Assistance Program (TAP). TAP provides short-term (up to 24 months) rental assistance for a specifically targeted group of homeless and at-risk households in immediate need of PSH. TAP assistance serves as a "bridge" to long term rent subsidies and services available through the PSH program.

To ensure that the remaining 2,000 units were created and to ensure affordability of all PSH units for people with the lowest incomes, state officials and PSH advocates waged a successful two-year campaign to obtain \$73 million in funding for 3,000 (2,000 project-based vouchers and 1,000 Shelter Plus Care/Continuum of Care Rental Assistance) new project-based rental subsidies from Congress. Strategies for securing additional units beyond the current pipeline include non-development and development strategies, including funding rounds using 4% LIHTCs and tax-

exempt bonds, as well as a newly created Louisiana Housing Trust Fund, both of which provide incentives to encourage additional PSH unit production.

Regardless of the PSH model or funding cycle, PSH units must be affordable to households at or below 30% of Area Median Income and must be linked to PSH Supportive Services.

*Support Services*

Through an agreement with the OCD, LDH and its designees are responsible for monitoring Supportive Service Grants in the amount of \$5,000 per PSH unit per year for up to five years.

Louisiana Department of Health and its designees are responsible for conducting outreach to identify PSH eligible individuals entering into agreements with providers of PSH units; pre-screening, prioritizing, and referring eligible individuals to PSH units and arranging for or providing an array of pre-tenancy, move-in and housing support and stabilization services to assist people in maintaining successful, long-term tenancies. LDH and its designees have established one or more Tenant Services Members to serve as the primary day-to-day contact for Service Providers and property management staff.

*Tracking & Reporting Outcomes*

Information on PSH program-related outcomes are collected and reported by LDH or its designee for the following key measurement domains: relationships with housing developers and property managers; outreach, referral and PSH unit occupancy; PSH service delivery; and tenancy-related outcomes. Additionally, LDH has devised a method for tracking and reporting on Medicaid-funded services delivered or arranged for by the Housing Support Teams to aid in identifying key services for sustainability planning.

With respect to Project-Based Voucher (PBV), Louisiana Housing Authority (LHA) expects to continue to rely on LDH or its designee to undertake program outreach and determinations that households need PSH.

## **EXHIBIT B: LANGUAGE ACCESS PLAN**

# **LOUISIANA HOUSING AUTHORITY (Louisiana Housing Authority-LHA) LANGUAGE ACCESS PLAN**

**September 2014**

## **I. INTRODUCTION AND PURPOSE OF PLAN**

Individuals with Limited English proficiency (LEP) speak languages other than English as their primary language. Many have a limited ability to read, write, speak, or understand English. Because limited language skills often become a barrier for individuals attempting to access important benefits or services, Louisiana Housing Authority (LHA) has developed a Language Access Plan (the Plan) to ensure individuals limited in English proficiency are not discriminated against and have equal and meaningful access to Louisiana Housing Authority (LHA)'s programs and activities.

Louisiana Housing Authority (LHA) currently administers Project-Based Voucher Veteran Affairs Supportive Housing (VASH), Section 811 Mainstream vouchers, Continuum of Care Rental Assistance and Section 811 Project Rental Assistance Permanent Supportive Housing (PSH) programs. This Plan is being developed to serve Louisiana Housing Authority (LHA) housing participants, their family members or interested members of the public who do not speak, read, write, or understand English, or do so on a limited basis, where effective interaction is of importance to the person and family. It is of utmost importance that all housing participants understand program issues and have the opportunity to exercise their rights provided by federally funded programs. The Plan is designed to ensure that eligible LEP persons are provided with appropriate resources necessary for effective communication, eliminating any barriers to services because of their limited language skills.

## **II. GOALS OF THE PLAN**

- To ensure meaningful access to Louisiana Housing Authority (LHA) programs by all eligible individuals regardless of primary language spoken.
- To provide oral telephone translation services so that all LEP individuals are made aware of programs and their participation is facilitated.
- To provide written translations of vital documents to LEP individuals in accordance with HUD's "safe harbor" guidelines.
- To ensure that Louisiana Housing Authority (LHA) staff are aware of available language assistance services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of the LAP in accordance with community needs.

## **III. POLICY**

As a recipient of federal funding, Louisiana Housing Authority (LHA) is required to take the necessary steps to ensure that LEP persons, through language assistance, are treated fairly and equally in the provision of services. This Plan will raise awareness throughout Louisiana Housing Authority (LHA) of the need and methods necessary to ensure that LEP persons gain access to important federal programs in a reasonable and timely manner, in furtherance of requirements of Title VI of the Civil Rights Act of 1964 and Executive Order 13166.

#### **IV. AUTHORIZATION**

This Plan is established in accordance with the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficiency Persons, 72 Fed. Reg. 2732 *et. Seq.*, January 22, 2007 (the Guidance).

#### **V. FACTORS CONSIDERED IN DEVELOPMENT OF THE PLAN**

As contemplated by the Guidance, Louisiana Housing Authority (LHA) undertook a four (4)-factor analysis to determine the extent of its obligation to provide LEP services:

- a. The number or proportion of LEP persons served or encountered in the eligible service population.
- b. The frequency with which LEP individuals come into contact with the program.
- c. The nature and importance of the program activity or service provided by the program.
- d. The resources available to the recipient and costs to the program.

The result of this analysis is contained or reflected in the plan elements below.

#### **VI. IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE**

The first two factors in the four-factor analysis require an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters. For the number or proportion of LEP individuals eligible to be served, Louisiana Housing Authority (LHA) considered state-wide U.S. Census Bureau American Community Survey data as well as Louisiana Housing Authority (LHA)'s participant and waiting list race and ethnicity data (Attachment A). Ultimately, however, Louisiana Housing Authority (LHA) found the most relevant data to be a January 2012 survey of the languages spoken of the active Medicaid population by parish, from which Louisiana Housing Authority (LHA) could match its eligible population very closely (the Medicaid-Eligible Survey; Attachment B).

Because nowhere near 5% of the eligible population or beneficiaries are LEP persons speaking a specific language, the guidance's relevant HUD "safe harbor" for providing written translations of documents is where the LEP language group constitutes 1,000 or more in the eligible population in the market area. The Medicaid-Eligible Survey found the following: 646,356 total eligible persons in Louisiana Housing Authority (LHA)'s geographic area, of which the first language is Spanish for 15,919, Vietnamese for 2,510 and Chinese for 1,064; there are far fewer than 1,000 for any other language group.

While Louisiana Housing Authority (LHA) does not have language data for its participants or waiting lists, these numbers are consistent with its race and ethnicity data indicating virtually all whites or black/African Americans. The numbers also are consistent with Louisiana Housing Authority (LHA)'s experience of having only a handful of requests for translation assistance.

Given these results, Louisiana Housing Authority (LHA) will post notices in and use Census Bureau "I speak" cards for Spanish, Vietnamese, and Chinese. The purpose is to assist at least the following types of persons that would require the services to meet the requirements for LEP policy and be compliant with HUD rules.

- Persons who are seeking housing assistance from Louisiana Housing Authority (LHA) or are current tenants in such housing
- Persons seeking housing-related supportive services or other assistance
- Persons who are attempting to file a housing discrimination complaint
- Parents and family members of the persons.

## VII. LANGUAGE ASSISTANCE MEASURES

The importance of Louisiana Housing Authority (LHA)'s housing subsidies for persons who need them typically is substantial. Thus, Louisiana Housing Authority (LHA) will offer every reasonable measure of assistance for LEP persons. Louisiana Housing Authority (LHA) will determine reasonability based on importance of the service and cost.

LEP persons to be assisted must communicate needs and exchange information with Louisiana Housing Authority (LHA). This is usually accomplished through written communications, phone calls, and individual counseling and assessment.

Louisiana Housing Authority (LHA) will ask applicants and residents, through the use of language identification cards, to identify their primary language at initial application and at re-certification and to identify their language preferences for receiving written communications. This also will include TDY services for the deaf. The language identification material also will ask the applicant or resident/participant if translation services are necessary. This information will be included in the paper files and in any electronic database.

**A. Vital Documents:** Completing vital documents is an important interaction between applicants and staff. HUD defines **vital documents** as "any document that is crucial for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically." Examples of documents may include initial and final application for housing and other needs, consent forms, leases, termination notices, inspection notices and results, family obligations forms, grievance and conference hearing notices and procedures, re-certification related forms and notices. Louisiana Housing Authority (LHA) will provide Spanish translations of vital documents. Louisiana Housing Authority (LHA) will provide Vietnamese and Chinese translations of the application, along with additional translation and interpretation services for Vietnamese and Chinese speakers when necessary.

Attachment C is a non-exclusive list of Louisiana Housing Authority (LHA) vital documents. These documents are posted on HUD's website, which Louisiana Housing Authority (LHA)

will use in conjunction with additional translation and interpretation services when necessary.

- B. Oral Interpretation Services:** Program staff will provide free access to either bi-lingual staff or telephone interpretation services for all contacts with LEP persons and to assist them in reviewing housing materials, answering questions about programs, and responding to forms and information requests.
- C. Telephone Interpretation Services:** Programs will use the services of a professional telephone interpretation service whenever reasonably requested by an LEP person and/or when an LEP person uses an I Speak card to signify that she or he speaks a non-English language and a qualified staff person that speaks the appropriate language is unavailable. When these contacts involve review of forms and procedures, a call will be scheduled so that the telephone translator has the opportunity to first review the relevant form or procedure. Programs will utilize interpretation services that demonstrate a high degree of training and professionalization among the interpreter staff. Staff will be trained in how to access this service, which will be available as needed for LEP applicants or program participants.
- D. In-Person Assistance:** Louisiana Housing Authority (LHA) will provide qualified in-person interpretation services at no cost to the LEP individual through local community organizations or through contracts with qualified and trained interpretation services when Louisiana Housing Authority (LHA) determines that such services are required. This will likely be required in situations such as termination hearings and evictions. Due to the considerable expense involved in providing in-person assistance, Louisiana Housing Authority (LHA) generally will strive to use telephone assistance.
- E. Use of Other Interpreters Not Provided by Louisiana Housing Authority (LHA):** LEP persons will be informed that Louisiana Housing Authority (LHA) will provide them with free access to oral interpretation services via bi-lingual staff or qualified trained contractors as needed. If the LEP person requests his/her own qualified trained interpreter, this will be allowed at the person's own expense. Use of family members and friends, especially minor children, generally will be discouraged. If staff has questions about the appropriateness of using family and friends as interpreters, they will consult with Louisiana Housing Authority (LHA)'s Language Access Coordinator for guidance.
- F. Written Translation:** Louisiana Housing Authority (LHA) will provide translation services for important vital documents that need to be completed. [babelfish.com](http://babelfish.com) <http://babelfish.com/translate> is a website that could be used to assist, but for important documents, translation services will be offered in-person by program staff, a community volunteer, or a professional translator.
- G. Telephone Callers:** LEP individuals calling for information and services will be transferred to available in-house bi-lingual staff for assistance. If staff is not available, or is not able to help, staff will attempt to place a three-party call to an oral interpretation telephone service to determine if this service is able to identify the language spoken and provide an interpreter.

If staff recognizes a need for specific language services to be provided to LEP individuals, Louisiana Housing Authority (LHA) will be responsible for reimbursing programs when there is a cost involved. There will be no cost to the LEP person.

## **VIII. TRAINING STAFF**

Louisiana Housing Authority (LHA) will provide training on LEP awareness and required assistance actions under the Language Access Plan (LAP) for employees, contractors, and sub-contractors as needed. This will include:

**Mandatory Training:** Training will be scheduled for all program staff who have contact with the public to review the Language Access Plan (LAP) elements and ensure that policies and procedures included in the plan are carried out. Staff will be trained to work effectively with in-person and telephone interpreters and to carry out their other responsibilities relative to assisting LEP persons. There will be initial training upon Louisiana Housing Authority (LHA)'s adoption of the plan and new employees will receive appropriate training. Periodic refresher training will be provided to staff that regularly interact with LEP clients.

**LEP Coordinator:** Louisiana Housing Authority (LHA) will designate a staff member as Language Access Coordinator, responsible for ongoing updating of the plan, addressing staff and public questions and issues related to LEP matters and providing ongoing plan training. The coordinator will work with community-based organizations familiar with the language needs of individuals participating in or eligible to participate in programs and services. Until further notice, the coordinator is the Project-Based Voucher Supervisor.

## **IX. PROVIDING NOTICE TO LEP PERSONS**

Louisiana Housing Authority (LHA) will post notices prominently at its offices and on its website that indicate free language services are available upon request. To ensure that LEP persons are aware of the language services available to them, program administrators will take the following actions:

- Post LEP notices in offices and on website.
- Partner with community agencies.
- Incorporate multi-lingual messages into outreach documents - will utilize standard messages in Spanish and other languages as needed (currently most likely to be Vietnamese and Chinese).
- Inform resident associations of language assistance services.

## **X. MONITORING AND UPDATING THE LAP**

Louisiana Housing Authority (LHA) will continue to explore how to improve the plan and its implementation. In addition, the plan will be reviewed and updated every three years. These reviews and updates will include:

- Whether there have been any significant changes in the composition or language needs of the LEP population in Louisiana Housing Authority (LHA)'s eligible



- geographic area,
- Whether additional vital documents require translation or updated translations are needed of already-translated documents,
- Whether any issues or problems related to serving LEP persons have emerged that require action, and
- Whether additional actions are needed to provide more responsive and effective language services.

The plan reviews and updates will be part of Louisiana Housing Authority (LHA)'s overall annual plan processes which will facilitate public review and comment. Louisiana Housing Authority (LHA) will also utilize its resident survey to ask residents about their LEP needs.

## **XI. PROCEDURES FOR DISCRIMINATION COMPLAINTS**

As recipients of federal funds, Louisiana Housing Authority (LHA) has included in its plan, a complaint procedure relating to Title VI of the Civil Rights Act of 1964 prohibiting discrimination on the basis of race, color, and national origin for programs and activities.

1. Any person who believes that he or she has been subjected by Louisiana Housing Authority (LHA) to discrimination or retaliation in regard to applying for housing or being accepted, may file a written complaint. If a complaint is filed, agency personnel named in the complaint, cannot retaliate in any way. All written complaints received by Louisiana Housing Authority (LHA) shall be referred immediately to:

Joshua G. Hollins  
Louisiana Housing Authority (LHA) Executive Director  
2415 Quail Drive  
Baton Rouge, La 70808

2. Upon receipt of complaint, it will be reviewed and investigated to determine whether the allegation of discrimination are valid. If Louisiana Housing Authority (LHA) concludes that the facts support a finding of discrimination, Louisiana Housing Authority (LHA) will take appropriate action to correct the discriminatory practice.
3. Louisiana Housing Authority (LHA) will notify the complainant within thirty (30) days of the date the investigation began. If Louisiana Housing Authority (LHA) determines that more review is necessary, this time frame may be extended. Complainants have the right to appeal the results of the investigation if they are not satisfied with the decision. To appeal, a written request must be sent to Louisiana Housing Authority (LHA) requesting a review of the initial complaint. This request should be sent to the attention of:

Plezetta West  
Attorney  
Louisiana Housing Corporation  
2415 Quail Drive  
Baton Rouge, La 70808

Attachment B. Medicaid-Eligible Survey, January 2012

Attachment C. Non-Exclusive List of Vital Documents

**Attachment A**

Participant and Waiting list Race and Ethnicity Data, July 2021

<b>Shelter Plus Care Active Participants</b>	<b><i>Heads of Household</i></b>	<b><i>Other Household Members</i></b>	<b><i>All Members</i></b>
	<b>Jul-21</b>	<b>Jul-21</b>	<b>Total</b>
<b>Shelter Plus Care Active Participants Race &amp; Ethnicity</b>			
White and Non-Hispanic	302	63	365
White and Hispanic	13	7	20
African American/Black and Non-Hispanic	957	429	1386
African American/Black and Hispanic	10	17	27
Asian and Non-Hispanic	9	0	9
Asian and Hispanic	0	0	0
American Indian/Alaska Native and Non-Hispanic	6	4	10
American Indian/Alaska Native and Hispanic	0	1	1
Native Hawaiian/Pacific Islander and Non-Hispanic	4	0	4
Native Hawaiian/Pacific Islander and Hispanic	5	2	7
Asian and White and Non-Hispanic	0	0	0
Asian and White and Hispanic	0	0	0
American Indian/Alaska Native and White and Non-Hispanic	2	2	4
American Indian/Alaska Native and White and Hispanic	0	0	0
Black/African American and White and Non-Hispanic	4	1	5
Black/African American and White and Hispanic	0	0	0
American Indian/Alaska Native and Black and Non-Hispanic	0	0	0
American Indian/Alaska Native and Black and Hispanic	0	0	0
Other or Other Multi-Racial Individuals	1	0	1
Not Reporting Race or Ethnicity	0	38	38
<b>TOTAL</b>	<b>1313</b>	<b>564</b>	<b>1877</b>

Shelter Plus Care Participants on Waiting lists	<i>Heads of Household</i>
	<b>Jul-21</b>
<b>Race &amp; Ethnicity</b>	
White and Non-Hispanic	208
White and Hispanic	8
African American/Black and Non-Hispanic	641
African American/Black and Hispanic	9
Asian and Non-Hispanic	5
Asian and Hispanic	0
American Indian/Alaska Native and Non-Hispanic	7
American Indian/Alaska Native and Hispanic	1
Native Hawaiian/Pacific Islander and Non-Hispanic	3
Native Hawaiian/Pacific Islander and Hispanic	1
Asian and White and Non-Hispanic	0
Asian and White and Hispanic	0
American Indian/Alaska Native and White and Non- Hispanic	2
American Indian/Alaska Native and White and Hispanic	0
Black/African American and White and Non-Hispanic	4
Black/African American and White and Hispanic	0
American Indian/Alaska Native and Black and Non- Hispanic	0
American Indian/Alaska Native and Black and Hispanic	0
Other or Other Multi-Racial Individuals	1
Not Reporting Race or Ethnicity	60
<b>TOTAL</b>	<b>950</b>

Project-Based Active Participants	<i>Heads of Household</i>	<i>Other Household Members</i>	<i>All Members</i>
	<b>Jul-21</b>	<b>Jul-21</b>	<b>Total</b>
<b>Race &amp; Ethnicity</b>			
White and Non-Hispanic	299	152	451
White and Hispanic	12	13	25
African American/Black and Non-Hispanic	1076	1155	2231
African American/Black and Hispanic	8	21	29
Asian and Non-Hispanic	3	3	6
Asian and Hispanic	0	0	0
American Indian/Alaska Native and Non-Hispanic	5	4	9
American Indian/Alaska Native and Hispanic	1	0	1
Native Hawaiian/Pacific Islander and Non-Hispanic	2	0	2
Native Hawaiian/Pacific Islander and Hispanic	1	0	1
Asian and White and Non-Hispanic	2	0	2
Asian and White and Hispanic	0	0	0
American Indian/Alaska Native and White and Non-Hispanic	0	0	0
American Indian/Alaska Native and White and Hispanic	0	0	0
Black/African American and White and Non-Hispanic	8	9	17
Black/African American and White and Hispanic	0	0	0
American Indian/Alaska Native and Black and Non-Hispanic	0	0	0
American Indian/Alaska Native and Black and Hispanic	0	0	0
Other or Other Multi-Racial Individuals	0	0	0
Not Reporting Race or Ethnicity	0	54	54
<b>TOTAL</b>	<b>1417</b>	<b>1411</b>	<b>2828</b>

Project-Based Voucher Participants on Waiting lists	<i>Heads of Household</i>
	<b>Jul-21</b>
<b>Race &amp; Ethnicity</b>	
White and Non-Hispanic	152
White and Hispanic	8
African American/Black and Non-Hispanic	492
African American/Black and Hispanic	10
Asian and Non-Hispanic	0
Asian and Hispanic	0
American Indian/Alaska Native and Non-Hispanic	4
American Indian/Alaska Native and Hispanic	0
Native Hawaiian/Pacific Islander and Non-Hispanic	0
Native Hawaiian/Pacific Islander and Hispanic	0
Asian and White and Non-Hispanic	2
Asian and White and Hispanic	0
American Indian/Alaska Native and White and Non-Hispanic	0
American Indian/Alaska Native, White and Hispanic	0
Black/African American, White and Non-Hispanic	8
Black/African American, White and Hispanic	0
American Indian/Alaska Native, Black and Non- Hispanic	1
American Indian/Alaska Native, Black and Hispanic	0
Other or Other Multi-Racial Individuals	0
Not Reporting Race or Ethnicity	58
<b>TOTAL</b>	<b>735</b>

Attachment B  
 Medicaid-Eligible Persons, by Parish and First Language  
 January 2021

<b>Ascension Parish [003]</b>	<b>21,663</b>	
*No Language*	9	0.0%
Arabic [4]	4	0.0%
Chinese [6]	11	0.1%
English [1]	20,968	96.8%
Japanese [15]	1	0.0%
Not Declared [99]	3	0.0%
Portuguese [21]	2	0.0%
SDX Other Lang. [27]	5	0.0%
Spanish [2]	628	2.9%
Vietnamese [25]	32	0.1%

<b>E. Feliciana Parish [019]</b>	<b>5,668</b>	
*No Language*	1	0.0%
English [1]	5,657	99.8%
Haitian-Creole [11]	1	0.0%
Spanish [2]	9	0.2%

<b>EBR Parish [017]</b>	<b>113,748</b>	
*No Language*	31	0.0%
American Sign [3]	2	0.0%
Arabic [4]	94	0.1%
Armenian [5]	9	0.0%
Chinese [6]	250	0.2%
English [1]	110,550	97.2%
French [8]	27	0.0%
Haitian-Creole [11]	2	0.0%
Japanese [15]	2	0.0%
Khmer [16]	2	0.0%
Korean [17]	15	0.0%
Laotian [18]	1	0.0%
Not Declared [99]	31	0.0%
Portuguese [21]	7	0.0%
SDX Other Lang. [27]	206	0.2%
Spanish [2]	2,018	1.8%
Tagalog [24]	1	0.0%
Vietnamese [25]	500	0.4%

<b>Iberia Parish[023]</b>	<b>24,753</b>	
*No Language*	12	0.0%

Arabic [4]	12	0.0%
Chinese [6]	19	0.1%
English [1]	24,390	98.5%
Haitian-Creole [11]	1	0.0%
Khmer [16]	2	0.0%
Laotian [18]	56	0.2%
Not Declared [99]	3	0.0%
SDX Other Lang. [27]	23	0.1%
Spanish [2]	198	0.8%
Vietnamese [25]	37	0.1%

**Jefferson Parish-Eb, Wb[065,026]**

**128,670**

*No Language*	56	0.0%
American Sign [3]	7	0.0%
Arabic [4]	323	0.3%
Armenian [5]	11	0.0%
Chinese [6]	397	0.3%
English [1]	118,521	92.1%
French [8]	24	0.0%
Greek [10]	3	0.0%
Haitian-Creole [11]	11	0.0%
Hindi [12]	4	0.0%
Japanese [15]	5	0.0%
Korean [17]	10	0.0%
Not Declared [99]	32	0.0%
Portuguese [21]	52	0.0%
Russian [22]	3	0.0%
SDX Other Lang. [27]	226	0.2%
Spanish [2]	8,082	6.3%
Tagalog [24]	4	0.0%
Vietnamese [25]	899	0.7%

**Lafourche Parish [029]**

**23,345**

*No Language*	18	0.1%
Arabic [4]	1	0.0%
Chinese [6]	14	0.1%
English [1]	22,748	97.4%
French [8]	1	0.0%
Haitian-Creole [11]	1	0.0%
Not Declared [99]	1	0.0%
Spanish [2]	511	2.2%
Vietnamese [25]	50	0.2%

<b><u>Livingston Parish [032]</u></b>	<b><u>28,204</u></b>	
*No Language*	23	0.1%
Arabic [4]	4	0.0%
Armenian [5]	1	0.0%
Chinese [6]	10	0.0%
English [1]	27,817	98.6%
Not Declared [99]	2	0.0%
SDX Other Lang. [27]	8	0.0%
Spanish [2]	328	1.2%
Vietnamese [25]	11	0.0%

<b><u>Orleans Parish [036]</u></b>	<b><u>135,857</u></b>	
*No Language*	89	0.1%
American Sign [3]	2	0.0%
Arabic [4]	37	0.0%
Armenian [5]	2	0.0%
Chinese [6]	283	0.2%
English [1]	132,828	97.8%
French [8]	5	0.0%
Haitian-Creole [11]	6	0.0%
Japanese [15]	1	0.0%
Korean [17]	10	0.0%
Not Declared [99]	9	0.0%
Polish [20]	1	0.0%
Portuguese [21]	6	0.0%
Russian [22]	4	0.0%
SDX Other Lang. [27]	42	0.0%
Spanish [2]	1,788	1.3%
Tagalog [24]	2	0.0%
Vietnamese [25]	742	0.5%

<b><u>Plaquemines Parish</u></b>	<b><u>5,597</u></b>	
*No Language*	1	0.0%
Arabic [4]	5	0.1%
Chinese [6]	12	0.2%
English [1]	5,449	97.4%
Khmer [16]	1	0.0%
Laotian [18]	1	0.0%
Not Declared [99]	1	0.0%
SDX Other Lang. [27]	10	0.2%
Spanish [2]	44	0.8%
Vietnamese [25]	73	1.3%



<b><u>PointeCoupeeParish[039]</u></b>	<b><u>7,050</u></b>	
*No Language*	3	0.0%
Chinese [6]	3	0.0%
English [1]	6,992	99.2%
Spanish [2]	45	0.6%
Vietnamese [25]	7	0.1%

<b><u>St BernardParish[044]</u></b>	<b><u>15,026</u></b>	
*No Language*	12	0.1%
Arabic [4]	10	0.1%
Chinese [6]	6	0.0%
English [1]	14,535	96.7%
Not Declared [99]	2	0.0%
Portuguese [21]	13	0.1%
Russian [22]	1	0.0%
SDX Other Lang. [27]	5	0.0%
Spanish [2]	372	2.5%
Vietnamese [25]	70	0.5%

<b><u>St Helena Parish[046]</u></b>	<b><u>3,252</u></b>	
*No Language*	2	0.1%
English [1]	3,245	99.8%
Spanish [2]	4	0.1%
Vietnamese [25]	1	0.0%

<b><u>St James Parish [047]</u></b>	<b><u>5,834</u></b>	
*No Language*	2	0.0%
English [1]	5,795	99.3%
Spanish [2]	37	0.6%

<b><u>St Tammany Parish[052]</u></b>	<b><u>43,194</u></b>	
*No Language*	19	0.0%
Arabic [4]	3	0.0%
Chinese [6]	44	0.1%
English [1]	42,211	97.7%
Italian [14]	1	0.0%
Korean [17]	14	0.0%
Not Declared [99]	2	0.0%
Portuguese [21]	7	0.0%
Russian [22]	2	0.0%
SDX Other Lang. [27]	43	0.1%
Spanish [2]	805	1.9%
Tagalog [24]	1	0.0%

Vietnamese [25]	42	0.1%
<b><u>Tangipahoa Parish [053]</u></b>	<b>42,422</b>	
*No Language*	16	0.0%
Arabic [4]	1	0.0%
Chinese [6]	9	0.0%
English [1]	41,844	98.6%
Farsi [7]	2	0.0%
Korean [17]	4	0.0%
Laotian [18]	2	0.0%
Not Declared [99]	7	0.0%
SDX Other Lang. [27]	3	0.0%
Spanish [2]	522	1.2%
Vietnamese [25]	12	0.0%
<b><u>Terrebonne Parish [055]</u></b>	<b>31,668</b>	
*No Language*	24	0.1%
American Sign [3]	3	0.0%
Arabic [4]	9	0.0%
Armenian [5]	2	0.0%
Chinese [6]	17	0.1%
English [1]	30,998	97.9%
Haitian-Creole [11]	1	0.0%
Khmer [16]	1	0.0%
Not Declared [99]	5	0.0%
SDX Other Lang. [27]	2	0.0%
Spanish [2]	546	1.7%
Tagalog [24]	2	0.0%
Vietnamese [25]	58	0.2%
<b><u>WFelician Parish [063]</u></b>	<b>2,305</b>	
*No Language*	2	0.1%
English [1]	2,282	99.0%
SDX Other Lang. [27]	2	0.1%
Spanish [2]	16	0.7%
Vietnamese [25]	3	0.1%
<b><u>Washington Parish [059]</u></b>	<b>16,735</b>	
*No Language*	2	0.0%
Chinese [6]	2	0.0%
English [1]	16,622	99.3%
Not Declared [99]	3	0.0%
Spanish [2]	103	0.6%
Vietnamese [25]	3	0.0%

**WBRParish[061]**

---

**5,794**

*No Language*	2	0.0%
American Sign [3]	2	0.0%
Chinese [6]	2	0.0%
English [1]	5,740	99.1%
SDX Other Lang. [27]	2	0.0%
Spanish [2]	43	0.7%
Vietnamese [25]	3	0.1%

Chinese: 1,064  
Spanish: 15,919  
Vietnamese: 2,510

**TOTAL: 646,356**

DRAFT

Attachment  
C  
Non-Exclusive List of Vital

Documents Vital Documents to be Translated

- Permanent Supportive Housing (PSH) application
- Briefing Packets
- New Admission Packet
- Project-Based Voucher Tenancy Addendum
- Application for Continued Occupancy
- Direct Deposit form
- Live-in Aide Verification Form
- Live-in Aide Certification
- Violence Against Women Act (VAWA) Certification – HUD 91066
- Section 214 Status
- g-845 SAVE INS Verification
- Utility Reimbursement Payment Authorization Form
- I-9 Criminal Background Release
- Asset Verification Form
- Lead Based Paint Disclosure
- Lead Release Form
- Reasonable Accommodation Form
- Informal Hearing Request

Translated Documents Available from HUD and Other Sources

- A Good Place to Live
- Are You a Victim of Housing Discrimination
- Protect Your Family From Lead in Your Home
- Authorization for Release of Information – HUD 9886