

Bridging Rental Assistance Program (BRAP) Procedures for Tenant Record Review

These procedures apply to all BRAP services and are effective for all record reviews conducted on or after 11/1/04.

Review documentation is to be marked "Acceptable" if the form is in the record and complete according to the criteria below, "Exception" if it is incomplete or should be in the file and isn't, and "N/A" if it is not applicable to the tenant record at this time.

Definition of 'complete' for the purposes of this document unless otherwise specified means all fields on a form are completed or addressed as to why they are blank.

Record Content

Application – Form is complete and is signed and date. All data fields are completed or addressed as to why they are blank. (Active version 7/1/2008)

Section 17 Disability Verification – One of the following three options must be present:

- 1) BRAP enrollment form is completed and attached to the application. Form has all fields completed and is signed and dated by an appropriate licensed professional.
OR
- 2) APS Verification form is present documenting active dates of enrollment which correspond to application acceptance date.
OR
- 3) A letter from the DHHS Adult Mental Health Team Leader; Director of Housing Resource Development and/or DHHS Utilization Review Nurse and/or DHHS Medical Director is present stating that the applicant has been determined otherwise eligible.

Priority Verification: One of the following five options must be present: The back-up documentation must match the page 3 application information.

- **Psychiatric Hospitalization** – Discharge date must be no greater than six months prior to the time of application acceptance. Documentation must be either the discharge paperwork from the hospital, including hospital name and date of discharge or a signed statement from an active provider on letterhead stating the admit Date, discharge date, hospital name, worker name and agency
- **Homelessness Verification Documents** – Documentation must be from the a source with direct knowledge of the homeless situation. Forms submitted must be complete, signed and dated. Verify that the documentation meets the homeless verification standards put forth in the manual.
- **Substandard Housing** – Signed statement from a service provider stating the current living situation meets the definition put forth in the application.
- **Community Residential** – Signed statement from a DHHS residential program stating the client's current residence at the program and anticipated discharge date.
- **Waiver of priority verification** - If no priority is marked then a complete waiver form must be present stating that the priority has been waived. All data fields are completed or addresses as to why they are blank.

DHHS Release – All agencies.

Shalom House Release - All agencies except Shalom House.

Release of Information – The release is time-appropriate and indicates whether it is a release to obtain information *from* or a release to disclose information *to*, or both. The form is complete and clearly indicates the information to be released and its purpose. All necessary signatures and dates are affixed.

Fraud Form – Only KBH and CHCS

Definition of Income - Only KBH and CHCS

Landlord Certification - Only KBH and CHCS

Tenant Guidelines and Responsibilities – Form is complete and is signed and dated. Form is to be completed at move-in and annual recertification as well as any unit transfers if the landlord changes. (Active version 10/1/06)

Household Composition Form – Form is complete, signed and dated Form is completed at move-in, annual review as well as any instance where there are changes in the household composition or income. Form is complete, signed and dated. (Discontinued 8/1/09)

Move-in Form 18+ – Form(s) are completed for all persons 18 and older at time of move-in. Form is signed and date. All data fields are completed or addressed as to why they are blank. (Implemented 8/1/09)

Move-in Form 5-17 – Form(s) are completed for all persons age 5 to 17 at time of move-in. Form is signed and date. All data fields are completed or addressed as to why they are blank. (Implemented 8/1/09)

Move-in Form 0-4 – Form(s) are completed for all persons age 0 to 4 at time of move-in. Form is signed and date. All data fields are completed or addressed as to why they are blank. (Implemented 8/1/09)

Rental Calculation Form – Must be done at move-in and at least annually thereafter. (Active version 10/1/06)

- Form is complete and is signed and dated for any move-in, annual review or interim certification.
- Back up is present to support income and information stated on the form. (I.e. If the rental calculation is being done because the TANF benefits were discontinued then the proof from the TANF office must be present)
- Annual review date must stay in line with the original move-in date to BRAP. (I.e. If the tenant moved in in Feb 2000 than the annual date is always Feb)

Statement of No Income – Form must be complete, signed and dated for any adult household member who has no income.

Social Security Verification – Printout directly from the Social Security Office must be obtained for all members of the household receiving this benefit.

All BRAP applicants not currently receiving Social Security benefits must provide written proof from the Social Security office or their current legal counsel showing they have applied or are in the process of appeal any denials.

Employment Verification – Four weeks of pay stubs must be present from employer for initial certification. For decreases in income a statement from the employer that the change will be on-going must be present in file.

General Assistance Verification – Verification from the General Assistance office to show the client is initially eligible. Varies by LAA.

Utility Allowance – Correct form is complete for all utilities listed on the rental calculation. Total utility allowance on the form matches the information on the rental calculation. Utility allowances are published annually.

Payment Contract – Form complete and is signed and completed for all outstanding debt to SPC or BRAP. Debt collection timing varies by LAA.

Waiver Form – Form is complete and is signed and dated. Signatures from both the staff and the client must be present. Waivers are completed as appropriate at program entry and at least annual thereafter until waiver conditions are met. Two exceptions to the rule of annual completion are clients waived onto program with no priority and clients with reasonable accommodations where the situation is not changeable. (Active version 10/1/06)

A waiver is necessary for any of the following:

- Client has used more than 24 months of BRAP assistance
- Client does not have either SSI or SSDI benefits
- Local Section 8 waitlist is closed.
- Client does not meet a program regulation requirement or has requested a reasonable accommodation

Proof that waiver conditions have been met must be in the chart. (i.e. if tenant must apply for SSI benefits verification of such application must be in chart) If there is a deadline or expiration date for the waiver back-up materials then new verification documents must be gathered. For example if a waiver is completed on 11/1/2008 and the tenant has an appointment with the Social Security office on 1/1/2009 the LAA staff must verify continued compliance with waiver conditions.

Section 8 – Proof of application for Section 8 housing must be present upon application and at least annually thereafter. Quarterly is the preferred standard to ensure successfully transition.

Lease/Occupancy Agreement – Optional, if landlord is willing to provide. If present in the chart form should be signed by all appropriate parties.

HAP Contract/HAP Amendment – Form is complete and it is signed and dated by both parties upon admission to program and each time a new apartment is secured. Form is updated at least annually through the HAP Amendment Form for any changes in the rental

amounts. Rental amounts on both forms must match the rental calculation form with matching date range.

HAP Amendment - Form is completed at least annually is complete, signed and dated each time a rental amounts change.

Residential Lease – Only Common Ties.

HQS Inspection – Form is complete and is signed and dated upon move-in inspection and annual review. If initially failed, follow-up has occurred within 30 days and is clearly noted on the form.

Termination Sheet – Form is complete and is signed and dated if the tenant is no longer in the program. Forms must be completed for all household members. (Active version 08/1/06)

Household Move-Out Sheet – Form is complete, signed and dated for all household members regardless of age who are no longer in the program. All data fields are completed or addressed as to why they are blank.

Termination Letter – Letter clearly states reason for termination and the DHHS Appeals procedure is referenced and attached. Letter must include any outstanding debt balances. Additional letter(s) must be set to the tenant's last known address if debt balance changes.