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PART I: BRIEFINGS AND FAMILY OBLIGATIONS

5-I.A. OVERVIEW

HUD regulations require HACCC to conduct mandatory briefings for applicant families who qualify for a voucher. The briefing provides a broad description of owner and family responsibilities, explains HACCC's procedures, and includes instructions on how to lease a unit. This part describes how oral briefings will be conducted, specifies what written information will be provided to families, and lists the family's obligations under the program.

5-I.B. BRIEFING [24 CFR 982.301]

HACCC must give the family an oral briefing and provide the family with a briefing packet containing written information about the program. Families may be briefed individually or in groups. At the briefing, HACCC must ensure effective communication in accordance with Section 504 requirements (Section 504 of the Rehabilitation Act of 1973), and ensure that the briefing site is accessible to individuals with disabilities. For a more thorough discussion of accessibility requirements, refer to Chapter 2.

HACCC Policy

Briefings ~~may~~will be conducted in group meetings.

Generally, the head of household is required to attend the briefing. If the head of household is unable to attend, HACCC may approve another adult family member to attend the briefing.

Families that attend group briefings and still need individual assistance will be referred to an appropriate PHA staff person.

Briefings will be conducted in English. For limited English proficient (LEP) applicants, HACCC will provide translation services in accordance with HACCC's LEP plan (See Chapter 2).

Notification and Attendance

HACCC Policy

Families will be notified of their eligibility for assistance at the time they are invited to attend a briefing. The notice will identify who is required to attend the briefing, as well as the date and time of the scheduled briefing.

In addition to in-person group and/or individual briefings, HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the phone briefing. The tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

If the notice is returned by the post office with no forwarding address, a notice of denial (see Chapter 3) will be sent to the family's last address of record, as well as to any alternate address provided on the initial application. Applicants who fail to attend a

occurs on a weekend or holiday in which case the reinspection will occur on the next business day.

When failures that are not life-threatening are identified, HACCC will send the owner and the family a written notification of the inspection results within 7 calendar days of the inspection. The written notice will specify who is responsible for correcting the violation, and the time frame within which the failure must be corrected. Generally not more than 30 days will be allowed for the correction.

The notice of inspection results will inform the owner that if life-threatening conditions are not corrected within 24 hours, and non-life threatening conditions are not corrected within the specified time frame (or any PHA-approved extension), the owner's HAP will be abated in accordance with HACCC Policy (see 8-II.G.). Likewise, in the case of family caused deficiencies, the notice will inform the family that if corrections are not made within the specified time frame (or any PHA-approved extension, if applicable) the family's assistance will be terminated in accordance with HACCC Policy (see Chapter 12).

Extensions

For conditions that are life-threatening, HACCC cannot grant an extension to the 24 hour corrective action period. For conditions that are not life-threatening, HACCC may grant an exception to the required time frames for correcting the violation, if HACCC determines that an extension is appropriate [24 CFR 982.404].

HACCC Policy

Extensions will be granted in cases where HACCC has determined that the owner has made a good faith effort to correct the deficiencies and is unable to for reasons beyond the owner's control. Reasons may include, but are not limited to:

A repair cannot be completed because required parts or services are not available.

A repair cannot be completed because of weather conditions.

A reasonable accommodation is needed because the family includes a person with disabilities.

HACCC will not grant oral extensions. Requests for extensions must be made in writing, preferably using HACCC form, however emails, faxes and letters will be accepted. Must be received no less than 7 calendar days before the scheduled inspection

The length of the extension will be determined on a case by case basis.

Reinspections

HACCC Policy

HACCC will conduct a reinspection to verify that failed items have been corrected. Where applicable, HACCC may verify that the repair has been completed using alternative methods such as virtual inspection with tenant and owner-signed certification, pictures or other video evidence, and/or contractor invoices and receipts of payment that document the work completed.

The family and owner will be given reasonable notice of the reinspection appointment. In the case of life-threatening conditions, the owner must notify HACCC staff within 24 hours and provide documentation (picture, receipt, invoice, etc) that the repair has been corrected within the specified 24-hour period. A reinspection will be conducted within 24 hours unless it occurs on a weekend or holiday in which case the reinspection will occur on the next business day. If the deficiencies have not been corrected by the time of the reinspection, HACCC will send a notice of abatement to the owner, or in the case of family caused violations, a notice of termination to the family, in accordance with PHA policies. If HACCC is unable to gain entry to the unit in order to conduct the scheduled reinspection, HACCC will consider the family to have violated its obligation to make the unit available for inspection. This may result in termination of the family's assistance in accordance with Chapter 12.

8-II.G. ENFORCING OWNER COMPLIANCE

If the owner fails to maintain the dwelling unit in accordance with HQS, HACCC must take prompt and vigorous action to enforce the owner obligations.

HAP Abatement

If an owner fails to correct HQS deficiencies by the time specified by HACCC, HUD requires HACCC to abate housing assistance payments no later than the first of the month following the specified correction period (including any approved extension) [24 CFR 985.3(f)]. No retroactive payments will be made to the owner for the period of time the rent was abated. Owner rents are not abated as a result of HQS failures that are the family's responsibility.

HACCC Policy

HACCC will make all HAP abatements effective the first of the month following the expiration of HACCC specified correction period (including any extension).

HACCC will inspect abated units within 7 calendar days of the owner's notification that the work has been completed. Payment will resume effective on the earlier of the day the unit passes inspection or the date the correction was reported completed. Where applicable, HACCC may verify that the repair has been completed using alternative methods such as virtual inspection with tenant and owner-signed certification, pictures and other video evidence and/or contractor invoices and receipts of payment that document the work completed.

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.

HAP Contract Termination

HACCC must decide how long any abatement period will continue before the HAP contract will be terminated. HACCC should not terminate the contract until the family finds another unit, provided the family does so in a reasonable time [HCV GB p. 10-29] and must give the owner reasonable notice of the termination. HACCC will issue a voucher to permit the family to move to another unit as described in Chapter 10.

HACCC Policy

portability, the notice to HACCC must specify the area where the family wishes to move [24 CFR 982.354(d)(2)]. The notices must be in writing [24 CFR 982.5].

Approval

HACCC Policy

Upon receipt of a family's notification that it wishes to move, HACCC will determine whether the move is approvable in accordance with the regulations and policies set forth in sections 10-I.A and 10-I.B. HACCC will notify the family in writing of its determination within 14 calendar days following receipt of the family's notification. If the family has given a minimum of a 30-day notice and it has expired, the family is required to serve the owner with another 30-day notice, if agreeable to the present landlord, or sign a Mutual Agreement to Rescind the Lease form. Otherwise, the family is not authorized to vacate the unit and HACCC shall not process a new HAP Contract for the family.

Reexamination of Family Income and Composition

HACCC Policy

For families approved to move to a new unit within HACCC's jurisdiction, HACCC may perform a new annual reexamination in accordance with the policies set forth in Chapter 11 of this plan.

For families moving into or families approved to move out of HACCC's jurisdiction under portability, HACCC will follow the policies set forth in Part II of this chapter.

Voucher Issuance and Briefing

HACCC Policy

For families approved to move to a new unit within HACCC's jurisdiction, HACCC will issue a new voucher within 15 calendar days of HACCC's written approval to move. A briefing is not required for these families. However, families approved to transfer to another unit will be given an abridged version of the applicant briefing packet and directed to the HACCC website for further Briefing Packet information. HACCC will follow the policies set forth in Chapter 5 on voucher term, extension, and expiration. If a family does not locate a new unit within the term of the voucher and any extensions, the family may remain in its current unit with continued voucher assistance if the owner agrees and HACCC approves. Otherwise, the family will lose its assistance.

HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the phone briefing. The tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

For families moving into or families approved to move out of HACCC's jurisdiction under portability, HACCC will follow the policies set forth in Part II of this chapter.

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abridged briefing packet will include information of low poverty and low minority-concentrated areas within HACCC's jurisdiction.

HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the phone briefing. The tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

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HACCC will provide the name, address, and phone of the contact for the PHA in the jurisdiction to which they wish to move. If there is more than one PHA with jurisdiction over the area to which the family wishes to move, HACCC will advise the family that the family selects the receiving PHA and notifies the initial PHA of which receiving PHA was selected. HACCC will provide the family with contact information for all of the receiving PHAs that serve the area. HACCC will not provide any additional information about receiving PHAs in the area. HACCC will further inform the family that if the family prefers not to select the receiving PHA, HACCC will select the receiving PHA on behalf of the family. In this case, HACCC will not provide the family with information for all receiving PHAs in the area.

HACCC will advise the family that they will be under the RHA's policies and procedures, including screening, subsidy standards, voucher extension policies and payment standards.

Voucher Issuance and Term

An applicant family has no right to portability until after the family has been issued a voucher [24 CFR 982.353(b)]. In issuing vouchers to applicant families, HACCC will follow the regulations and procedures set forth in Chapter 5.

HACCC Policy

For participating families approved to move under portability, HACCC will issue a new voucher within 15 calendar days of HACCC's written approval to move.

The initial term of the voucher will be 120 days.

Administration of the voucher must be in accordance with the receiving PHA's policies. This requirement also applies to policies of Moving to Work agencies. The receiving PHA procedures and preferences for selection among eligible applicants do not apply to the family, and the receiving PHA waiting list is not used [24 CFR 982.355(c)(10)]. The family's unit, or voucher, size is determined in accordance with the subsidy standards of the receiving PHA [24 CFR 982.355 (c) (12)], and the receiving PHA's policies on extensions of the voucher term apply [24 CFR 982.355(c)(14)].

Responding to Initial PHA's Request [24 CFR 982.355(c)]

The receiving PHA must respond via e-mail or other confirmed delivery method to the initial PHA's inquiry to determine whether the family's voucher will be billed or absorbed [24 CFR 982.355(c)(3)]. If the receiving PHA informs the initial PHA that it will be absorbing the voucher, the receiving PHA cannot reverse its decision at a later date without consent of the initial PHA [24 CFR 982.355(c)(4)].

HACCC Policy

HACCC will use e-mail, when possible, to notify the initial PHA whether it will administer or absorb the family's voucher.

Initial Contact with Family

When a family moves into HACCC's jurisdiction under portability, the family is responsible for promptly contacting HACCC and complying with HACCC's procedures for incoming portable families. The family's failure to comply may result in denial or termination of the receiving PHA's voucher [24 CFR 982.355(c)(8)].

If the voucher issued to the family by the initial PHA has expired, the receiving PHA must contact the initial PHA to determine if it will extend the voucher [24 CFR 982.355(c)(13)]. An informal hearing is not required when a voucher has expired without the family leasing a unit.

If for any reason the receiving PHA refuses to process or provide assistance to a family under the portability procedures, the family must be given the opportunity for an informal review or hearing [Notice PIH 2016-09]. (For more on this topic, see later under "Denial or Termination of Assistance.")

Briefing

HUD allows the receiving PHA to require a briefing for an incoming portable family as long as the requirement does not unduly delay the family's search [Notice PIH 2016-09].

HACCC Policy

HACCC will require the family to ~~attend a group~~participate in a briefing only in the event the family is a first-time participant to the HCV Program. For port-in program participants, HACCC will provide the family with an abridged briefing packet (as described in Chapter 5) and, directed to HACCC's website for additional briefing packet information.

HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the

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phone briefing. The tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

Income Eligibility and Reexamination

The receiving PHA does not redetermine eligibility for a portable family that was already receiving assistance in the initial PHA's voucher program [24 CFR 982.355(c)(9)]. If the receiving PHA opts to conduct a new reexamination for a current participant family, the receiving PHA may not delay issuing the family a voucher or otherwise delay approval of a unit [24 CFR 982.355(c)(11)].

HACCC Policy

For any family moving into its jurisdiction under portability, HACCC will not conduct a reexamination except in the following instances:

- The reexamination anniversary is within the next 120 days or
- A reexamination has not been completed in the last 12 months
- New income information has been submitted
- If the information provided is incomplete.

However, HACCC will not delay issuing the family a voucher while the reexamination is being performed. HACCC may delay approving a unit for the family if the family is an applicant and HACCC cannot otherwise confirm that the family is income eligible for admission to the program in the area where the unit is located.

HACCC will rely upon any verifications provided by the initial PHA to the extent that they (a) accurately reflect the family's current circumstances and (b) were obtained within the last 120 days. Any new information may be verified by documents provided by the family and adjusted, if necessary, when third party verification is received.

Voucher Issuance

When a family moves into its jurisdiction under portability, the receiving PHA is required to issue the family a voucher [24 CFR 982.355(c)(13)]. The family must submit a request for tenancy approval to the receiving PHA during the term of the receiving PHA's voucher [24 CFR 982.355(c)(15)].

Timing of Voucher Issuance

HUD expects the receiving PHA to issue the voucher within two weeks after receiving the family's paperwork from the initial PHA if the information is in order, the family has contacted the receiving PHA, and the family complies with the receiving PHA's procedures [Notice PIH 2016-09].

HACCC Policy

HACCC Policy

If a household member ceases to reside in the unit, the family must inform HACCC within 14 calendar days. This requirement also applies to a family member who has been considered temporarily absent at the point that the family concludes the individual is permanently absent.

If a live-in aide, foster child, or foster adult ceases to reside in the unit, the family must inform HACCC within 14 calendar days.

11-ILC. CHANGES AFFECTING INCOME OR EXPENSES

Interim reexaminations can be scheduled either because HACCC has reason to believe that changes in income or expenses may have occurred, or because the family reports a change. When a family reports a change, HACCC may take different actions depending on whether the family reported the change voluntarily, or because it was required to do so.

PHA-Initiated Interim Reexaminations

PHA-initiated interim reexaminations are those that are scheduled based on circumstances or criteria defined by HACCC. They are not scheduled because of changes reported by the family.

HACCC Policy

HACCC will conduct interim reexaminations in each of the following instances:

EID: For families receiving the Earned Income Disallowance (EID), HACCC will conduct an interim reexamination at the start and conclusion of the 24-month eligibility period.

Zero-Income Families: If the family has reported zero income, HACCC will conduct an interim reexamination every 3 months as long as the family continues to report that they have no income.

If a family member reports a zero income, while other family members continue to receive income, HACCC will conduct an Interim reexamination to reduce the family's rent portion for the first of the month following the reported reduction in income. Once that family member begins to receive income, they must report it within 14 days and HACCC will conduct a follow-up Interim reexamination to adjust the tenant rent portion to begin at least 30 days from the reported increase in income. This is to be distinguished from a reduction in income for a family member or household whereby HACCC will adjust the household's rent portion for the first of the following month, but will not re-adjust the rent portion when the household's income increases again until the family's Annual reexamination. The family is still required to report the increase in income as indicated in this chapter.

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Difficulty Anticipating Annual Income: If at the time of the annual reexamination, it is not feasible to anticipate a level of income for the next 12 months (e.g. seasonal or cyclic income), HACCC will schedule an interim reexamination to coincide with the end of the period for which it is feasible to project income.

Updating Provisional Documents: If at the time of the annual reexamination, tenant declarations were used on a provisional basis due to the lack of third-party verification, and third-party verification becomes available, HACCC will conduct an interim reexamination.

Error Correction: HACCC may conduct an interim reexamination at any time in order to correct an error in a previous reexamination, or to investigate a tenant fraud complaint.

Family-Initiated Interim Reexaminations

HACCC must adopt policies prescribing when and under what conditions the family must report changes in family income or expenses [24 CFR 982.516(c)]. In addition, HUD regulations require that the family be permitted to obtain an interim reexamination any time the family has experienced a change in circumstances since the last determination [24 CFR 982.516(b)(2)].

Required Reporting

HUD regulations give HACCC the freedom to determine the circumstances under which families will be required to report changes affecting income.

HACCC Policy

Families are not required to report increases in income between annual recertifications with the exception of families participating in the FSS program, *families or family members declaring zero income* or families qualifying for the earned income disallowance (EID). These families that are required to report increases must report any increase within 14 calendar days..

HACCC will conduct interim reexaminations for families on the FSS program, *families and family members declaring zero income* and families that qualify for the earned income disallowance (EID), only when the family's share of rent will change as a result of the increase.

Optional Reporting

The family may request an interim reexamination any time the family has experienced a change in circumstances since the last determination [24 CFR 982.516(b)(2)]. HACCC must process the request if the family reports a change that will result in a reduced family income [HCV GB, p. 12-9].

If a family reports a decrease in income from the loss of welfare benefits due to fraud or non-compliance with a welfare agency requirement to participate in an economic self-sufficiency program, the family's share of the rent will not be reduced [24 CFR 5.615]. For more information regarding the requirement to impute welfare income see Chapter 6.

HACCC Policy

If a family reports a change that it was not required to report and that would result in an increase in the family share of the rent, HACCC will note the information in the tenant software database, but will not conduct an interim reexamination.

If a family reports a change that will last for at least 30 calendar days that it was not required to report and that would result in a decrease in the family share of rent, HACCC will conduct an interim reexamination. See Section 11-II.D. for effective dates.

Families may report changes in income or expenses at any time.

11-II.D. PROCESSING THE INTERIM REEXAMINATION

Method of Reporting

HACCC Policy

The family must notify HACCC of changes in writing.

Generally, the family will not be required to attend an interview for an interim reexamination. However, if HACCC determines that an interview is warranted, the family may be required to attend.

Based on the type of change reported, HACCC will determine the documentation the family will be required to submit. The family must submit any required information or documents within 14 calendar days of receiving a request from HACCC. This time frame may be extended for good cause with PHA approval. HACCC will accept required documentation by email or other electronic format acceptable to HACCC such as screen shots or jpeg files, by mail, by fax, or in person.

Effective Dates

HACCC must establish the time frames in which any changes that result from an interim reexamination will take effect [24 CFR 982.516(d)]. The changes may be applied either retroactively or prospectively, depending on whether there is to be an increase or a decrease in the family share of the rent, and whether the family reported any required information within the required time frames [HCV GB, p. 12-10].

HACCC Policy

If the family share of the rent is to *increase*:

The increase generally will be effective on the first of the month following 30 days' notice to the family.

If a family fails to report a change within the required time frames, or fails to provide all required information within the required time frames, the increase will be applied retroactively, to the date it would have been effective had the information been provided on a timely basis. The family will be responsible for any overpaid subsidy and may be offered a repayment agreement in accordance with the policies in Chapter 16.

If the family share of the rent is to *decrease*:

The decrease will be effective on the first day of the month following the month in which the change was reported and all required documentation was submitted however, all required documentation must be received by the 20th calendar day of the month to allow adequate time for processing.

- Principal and interest on initial debt incurred to finance purchase of cooperative membership shares and any refinancing of such debt;
- Home insurance;
- HACCC allowance for maintenance expenses;
- HACCC allowance for costs of major repairs and replacements;
- HACCC utility allowance for the home; and
- Principal and interest on debt incurred to finance major repairs, replacements or improvements for the home. If a member of the family is a person with disabilities, such debt may include debt incurred by the family to finance costs needed to make the home accessible for such person, if HACCC determines that allowance of such costs as homeownership expenses is needed as a reasonable accommodation so that the homeownership option is readily accessible to and usable by such person.
- Cooperative operating charges or maintenance fees assessed by the cooperative homeowner association.

15-VIII.L. PORTABILITY [24 CFR 982.636, 982.637, 982.353(b) and (c), 982.552, 982.553]

Subject to the restrictions on portability included in HUD regulations and HACCC policies, a family may exercise portability if the receiving PHA is administering a voucher homeownership program and accepting new homeownership families. The receiving PHA may absorb the family into its voucher program, or bill the initial PHA.

The family must ~~attend~~ participate in the briefing and counseling sessions required by the receiving PHA. The receiving PHA will determine whether the financing for, and the physical condition of the unit, are acceptable. The receiving PHA must promptly notify HACCC if the family has purchased an eligible unit under the program, or if the family is unable to purchase a home within the maximum time established by PHA.

15-VII.M. MOVING WITH CONTINUED ASSISTANCE [24 CFR 982.637]

A family receiving homeownership assistance may move with continued tenant-based assistance. The family may move with voucher rental assistance or with voucher homeownership assistance. Continued tenant-based assistance for a new unit cannot begin so long as any family member holds title to the prior home.

HACCC may deny permission to move to a new unit with continued voucher assistance as follows:

- Lack of funding to provide continued assistance.
- At any time, HACCC may deny permission to move with continued rental or homeownership assistance in accordance with 24 CFR 982.638, regarding denial or termination of assistance.

**16-IX.F. TEMPORARY COVID-19 CHANGES TO THE ADMINISTRATIVE PLAN
AND EMERGENCY RESPONSE ACTIONS**

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**HOUSING CHOICE VOUCHER PROGRAM TEMPORARY CHANGES TO POLICIES AND
PROCEDURES IN RESPONSE TO COVID-19**

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HUD has facilitated the adoption of specific waiver authority by PHAs in an effort to ensure operations are not impacted and families can continue to be served during the Shelter in Place Order by the Public Health Director and Emergency Declarations made by the Governor of California and the President of the United States.

Pursuant to PIH Notice 2020-05 issued on April 10, 2020, HACCC has adopted the following waivers and modified its policies and procedures to implement said waivers. These waivers were adopted effective April 14, 2020 and expire as indicated below.

**1. PH & HCV - 3: Family Income and Composition; Annual Examination-Income
Verification requirements**

HUD is waiving the requirement that PHAs must use the income hierarchy described by PIH Notice 2018-18. HUD will allow PHAs to forgo third-party income verification requirements for annual reexaminations, including the use of EIV, if a PHA opts to conduct annual recertifications rather than delaying them. PHAs may consider self-certification as the highest form of income verification to process annual reexaminations. This may occur over the telephone (but must be documented for the written record by PHA staff), through an email or postal mail with a self-certification form by the tenant, or through other electronic communication. Income and family composition examinations and recertifications do not have to be conducted in-person.

Policy Change:

HACCC will consider written and verbal self-declarations submitted by household adults as primary verification of income and process reexaminations based on the self-certification. Where available, third party verification will be accepted to augment or support the self certification. The HUD Hierarchy and Techniques is suspended and will not be in effect during the HUD declared period.

Expires: July 31, 2020

2. PH & HCV - 4: Family Income and Composition; Interim Examinations

HUD is waiving the requirements to use the income hierarchy described by PIH Notice 2018-18 and will allow PHAs to forgo third-party income verifications, including EIV. PHAs may consider self-certification as the highest form of income verification for interim reexaminations. Interim reexaminations are not required to be held in-person.

Policy Change:

HACCC will consider written and verbal self-declarations submitted by household adults as primary verification of income and process reexaminations based on the self-certification. Where available, third party verification will be accepted to augment or support the self

certification. The HUD Hierarchy and Techniques is suspended and will not be in effect during the HUD declared period.

Expires: July 31, 2020

3. PH & HCV - 5: Enterprise Income Verification (EIV) Monitoring

HUD is waiving mandatory EIV monitoring requirements found in PIH Notice 2018-18 through July 31, 2020.

Policy Change:

HACCC will not review EIV reports until the end of the waiver authority period. In the event of discrepancies, the family will be required to submit corroborating evidence of declarations.

Expires: July 31, 2020

4. PH & HCV - 6: Family Self-Sufficiency (FSS) Contract of Participation; Contract

Extension

HUD will consider the circumstances surrounding COVID-19 to qualify as “good cause” to extend a family’s contract of participation in the FSS program for no more than 2 years through December 31, 2020.

HACCC Policy:

As needed, HACCC shall extend FSS Contracts of Participation for a period of up to two years.

Expires: December 31, 2020

5. HOS - 1: Initial Inspection Requirements

A PHA may rely on the owner’s certification that the owner has no reasonable basis to have knowledge that life-threatening conditions exist in the unit instead of conducting an initial inspection. A PHA may add other requirements or conditions to the owner’s certification. The PHA is required to conduct an HOS inspection on the units as soon as reasonably possible, but no later than October 31, 2020. The waiver may also apply to PHA-owned units.

HACCC Policy:

HACCC shall continue to conduct in-person initial inspections where possible. If the owner or family refuses to grant access during COVID-19 restrictions, the owner and tenant will both be required to complete a self-certification of the condition of the unit. In addition, where feasible, HACCC shall require that a video file be submitted as documentation of the condition of the unit. The alternative to a video file would be photo evidence of all rooms, and amenities in the unit. All files will be documented with the Certifications and an Inspection template, Form HUD 52580, remotely completed by staff. All Initial self-certification inspections shall be signed by the owner and tenant.

Once the COVID-19 restrictions are lifted, all self-certified initial inspections will be inspected in person by October 31, 2020 or by an alternative date determined by HUD.

Expires: July 31, 2020

6. HQS - 2: Project-Based Voucher (PBV) Pre-HAP Contract Inspections, PHA

Acceptance of Complete Units

A PHA may rely on the owner's certification that the owner that has no reasonable basis to have knowledge that life-threatening conditions exist in the unit. A PHA may add other requirements. The PHA must conduct an HQS inspection no later than October 31, 2020 but must do so as soon as reasonably possible. If there's a requirement under the Agreement to enter into a Housing Assistance Payment (AHAP) contract for newly constructed or rehabilitated projects, the PHA may choose to allow the owner to certify that the PHA requirement has been met. The waiver may also apply to PHA-owned units, if the independent entity is unable to perform the inspection.

HACCC Policy:

HACCC shall continue to conduct in-person initial inspections where possible. If the owner or family refuses to grant access during COVID-19 restrictions, the owner and tenant will both be required to complete a self-certification of the condition of the unit. In addition, where feasible, HACCC shall require that a video file be submitted as documentation of the condition of the unit. The alternative to a video file would be photo evidence of all rooms, and amenities in the unit. All files will be documented with the Certifications and an Inspection template, Form HUD 52580, remotely completed by staff. All Initial self-certification inspections shall be signed by the owner and tenant.

Once the COVID-19 restrictions are lifted, all self-certified initial inspections will be inspected in person by October 31, 2020 or by an alternative date determined by HUD.

Expires: July 31, 2020

7. HQS - 5: Biennial Inspections

HUD is waiving the requirement that PHAs inspect the unit not less than biennially (certain small, rural PHAs may inspect units triennially). All delayed biennial inspections must be completed as soon as reasonably possible, but no later than October 31, 2020. This waiver may be applied to PHA-owned units if the independent entity is unable to perform the inspection.

HACCC Policy:

All Annual/Biennial inspections will be postponed until COVID-19 restrictions are lifted. HACCC will document all tenant files with a flyer to document this delay. Once restrictions are lifted all delayed HQS inspections will be conducted by October 31, 2020 or alternative date as determined by HUD.

Expires: October 31, 2020

8. HQS - 6: Interim Inspections

The waiver states that if an HQS reported deficiency is life-threatening, the PHA must notify the owner of the reported life-threatening deficiency and the owner must correct it within 24 hours of the PHA notification or provide documentation that the deficiency does not exist. For non-life-threatening deficiencies, the PHA must notify the owner within 30 days and the owner must either make the repair or document that the deficiency does not exist within 30 days of the PHA notification. The PHA may add other requirements. The PHA is not required to conduct an on-site inspection to verify the repairs have been made, but may rely on alternative verification methods (photos, tenant certification, etc.). This waiver may apply to PHA-owned units where the independent entity is unable to perform the inspection.

HACCC Policy:

HACCC shall continue to conduct in-person Interim inspections where possible. If the owner or family refuses to grant access during COVID-19 restrictions, the owner and tenant will be required to complete a self-certification of the condition of the unit. In addition, where feasible, HACCC shall require that a video file be submitted as documentation of the condition of the unit. The alternative to a video file would be photo evidence of all rooms, and amenities in the unit. All files will be documented with the Certifications and an Inspection template, Form HUD 52580, remotely completed by staff. All Initial self-certification inspections shall be signed by the owner and tenant.

If repairs to the unit are needed, the owner and/or tenant will be required to submit picture or video evidence of all corrected deficiencies along with any receipts for services or materials as applicable within 24 hours or 30 days, depending on the failed item. The tenant shall confirm the repairs are completed by certification or by verbal confirmation to staff who will document the conversation for the tenant file

Expires: July 31, 2020

9. HQS - 7: PBV Turnover Unit Inspections

The Department is waiving the regulation that requires a PBV unit inspection before the unit is leased to a new family. The PHA may rely on the owner's certification that the owner has no reasonable basis to have knowledge that life-threatening conditions exist in the unit. The PHA may add other requirements. The waiver may be applied to PHA-owned units if the independent entity is unable to complete inspections.

HACCC Policy:

HACCC shall continue to conduct in-person initial inspections where possible. If the owner or family refuses to grant access during COVID-19 restrictions, the owner and tenant will be required to complete a self-certification of the condition of the unit. In addition, where feasible, HACCC shall require that a video file be submitted as documentation of the condition of the unit. The alternative to a video file would be photo evidence of all rooms, and amenities in the unit. All files will be documented with the Certifications and an Inspection template, Form HUD 52580, remotely completed by staff. All Initial self-certification inspections shall be signed by the owner and tenant.

Once the COVID-19 restrictions are lifted, all self-certified initial inspections will be inspected in person by October 31, 2020 or alternative date determined by HUD.

Expires: July 31, 2020

10. HOS - 8: PBV HAP Contract – HOS Inspections to Add or Substitute Units

The Department is waiving the HOS inspection requirement when substituting or adding a new unit to a PBV HAP contract. Instead, the PHA may rely on the owner’s certification that the owner has no reasonable basis to have knowledge that life-threatening conditions exist in the unit. The PHA may add other conditions. The waiver may also be applied to PHA-owned units.

HACCC Policy:

HACCC shall continue to conduct in-person initial inspections where possible. If the owner or family refuses to grant access during COVID-19 restrictions, the owner and tenant will both be required to complete a self-certification of the condition of the unit. In addition, where feasible, HACCC shall require that a video file be submitted as documentation of the condition of the unit. The alternative to a video file would be photo evidence of all rooms, and amenities in the unit. All files will be documented with the Certifications and an Inspection template, Form HUD 52580, remotely completed by staff. All Initial self-certification inspections shall be signed by the owner and tenant.

Once the COVID-19 restrictions are lifted, all self-certified initial inspections will be inspected in person by October 31, 2020 or by an alternative date determined by HUD.

Expires: July 31, 2020

11. HOS - 9: HOS Quality Control Inspections

HUD is waiving its supervisory quality control inspections until October 31, 2020.

HACCC Policy:

HACCC will not conduct monthly quality control inspections of completed inspections. HACCC will resume QC Inspections in November, 2020 or alternative date as determined by HUD.

Expires: October 31, 2020

12. HOS - 10: HOS Space and Security

HUD is waiving the regulation requiring one bedroom for every two people where the PHA wishes to assist a current participant that needs to add a member or members to the assisted household as a result of the COVID-19 emergency. This waiver does not apply to an initial or new lease.

HACCC Policy:

HACCC shall permit the addition of family members to existing tenancies even if it results in overcrowding. The family will not be issued a different-sized voucher to accommodate the change in the family size during or after COVID-19, but the added members will be permitted to live in the unit and the entire household's income will be included in calculation of the tenant rent portion. The tenant file will be documented that the over-crowded condition was a result of the COVID-19 response.

Expires: Current Lease Term or One Year from the date of the HUD Notice - April 09, 2021

13. HQS - 11: Homeownership Option – Initial HQS Inspection

HUD is waiving the requirement for an initial HQS inspection before commencing monthly homeownership assistance payments. The family is still required to obtain an independent professional inspector and the PHA is still required to review the independent inspection and has discretion to disapprove the unit because of the contents of the inspection report.

HACCC Policy:

HACCC will continue to review the Home Inspection to ensure compliance to physical standards. However, HQS inspections will not be done by HACCC until HUD imposed expiration of this provision.

Expires: July 31, 2020

14. HCV - 1: Administrative Plan

HUD is waiving the requirement that a PHA's administrative plan must be formally adopted by a PHA's board. Must be formerly adopted as practicable following June 30, 2020, but no later than July 31, 2020.

HACCC Policy:

HACCC will update the Administrative Plan as needed and required by HUD where permitted without Board of Commissioners approval and will bring all changes implemented to the Board by the HUD determined deadline.

Expires: June 30, 2020 and must be presented to the Board by July 31, 2020.

15. HCV - 2: Information When Family Is Selected – PHA Oral Briefing

HUD is waiving the requirement that the PHA must give an oral briefing to families in the HCV and PBV programs. The PHA must instead conduct the briefing by other means such as webcast, video call, expanded information packet. The PHA must ensure that the method of communication for the briefing effectively communicates with each family member, including those with vision, hearing, and other communication-related disabilities and those with persons with limited English proficiency.

HACCC Policy:

HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the phone briefing. The

tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

Expires: July 31, 2020

16. HCV - 3: Term of Voucher – Extensions of Term

HUD is waiving the requirement the voucher term extensions must be in accordance with the PHA administrative plan.

HACCC Policy:

HACCC already has a liberal policy of granting voucher extensions especially as a result of its restrictive rental market. HACCC is waiving the requirement that the family provide evidence of their housing search in order to be granted an extension of their voucher search period.

Expires: July 31, 2020

17. HCV - 4: PHA Approval of Assisted Tenancy – When HAP Contract is Executed

HUD is waiving the regulatory requirement that the HAP contract may not be executed 60 days after the lease term begins and will instead allow PHAs to execute the HAP contract after the 60-day deadline has passed and make housing assistance payments retroactive to the beginning of the lease term. However, the PHA and owner must execute the HAP contract no later than 120 days from the beginning of the lease term.

HACCC Policy:

HACCC will continue to require that contract be processed within 60 days after the lease begins. The waiver authority is being incorporated for special circumstances at the discretion of the Director of the Assisted Housing Programs.

Expires: July 31, 2020

18. HCV - 5: Absence From Unit

The Department is waiving the requirement that a voucher family may not be absent from a unit for a period of more than 180 consecutive calendar days. The PHA has discretion whether to continue the HAP contract in this situation and not terminate due to extenuating circumstances (e.g., hospitalization, extended stays at nursing homes, or caring for family members). The period of availability to continue making these HAP payments despite the family's absence ends on December 31, 2020. The PHA may not make payments after this date if the family is absent and the HAP contract will terminate.

HACCC Policy:

HACCC shall document the absence of any family member and indicate the expected return date of the absent family member(s). No action will be taken to remove the family member

before the HUD expiration deadline. Thereafter, unless proper documentation is presented regarding extenuating circumstances, the HAP Contract will be terminated.

Expires: December 31, 2020

19. HCV - 6: Automatic Termination of HAP Contract

The Department is waiving the requirement to terminate a HAP contract 180 days after a housing assistance payment is reduced to \$0. This is in recognition that the COVID-19 emergency may cause the temporary addition of household members which causes the calculation of HAP to reach \$0. As an alternative requirement, the PHA, following a written notice to the owner and family, may extend the period of time following the last payment to the owner that triggers the automatic termination.

HACCC Policy:

HACCC shall not terminate HAP Contracts with \$0 subsidy for 6 months or more until the COVID-19 restrictions expire. Tenant files will be documented as deliberate non-terminations due to COVID-19 responses. Thereafter, all contracts that are at \$0 subsidy for 6 months or more will be reviewed to determine if extenuating circumstances exist to not terminate the HAP Contract.

Expires: December 31, 2020

20. HCV - 7: Increase in Payment Standard under HAP contract term

The Department is waiving the requirement that if a payment standard is increased during the term of a HAP contract, the increased payment standard shall not be effective until the family's first regular reexamination. Instead, the increased payment standard may be effective at any time (e.g., interim reexamination, owner rent increase) after the effective date as long as it is not later than the family's first regular reexamination.

HACCC Policy:

HACCC does not have a situation that would warrant changes as a result of an increase in the Payment Standard. However, due to a decrease in the payment standards effective April 1, 2019, for studio to three bedroom units in all cities not in East County, it was anticipated that some families would experience increases in their tenant rent portion effective June 1, 2020, since this would be their second annual certification since the decrease in payment standard. HACCC has revised the Payment Standard for studio to three bedroom units for all cities not in East County so that families will not experience a rent increase, as a result of the previously reduced payment standard, at their next annual recertification.

Expires: December 31, 2020

21. PHAS, SEMAP and Financial Reporting Standards (b): SEMAP (Section Eight Management Assessment Program)

HUD will not issue SEMAP scores that are pending or for fiscal years ending in 2020 unless a PHA requests a SEMAP score. HUD will, instead, carry forward the PHAs most recent SEMAP score on record.

HACCC Policy:

HACCC will not submit a SEMAP score for FY2020. It will request that HUD carry forward their SEMAP score from 2019 which indicated that HACCC was a High Performer for its Housing Choice Voucher Program.

Expires: March 31, 2021

22. Other Waivers (a): PHA Reporting Requirements on HUD Form 50058

HUD is waiving the requirement that PHAs must submit form HUD-50058 60 calendar days after any action recorded on line 2b for transactions impacted by implemented waivers and alternative requirements. Through December 31, 2020, PHAs will have 90 days to submit their form HUD-50058 after the effective date of action to HUD. Although the waiver provides up to 90 days to submit form HUD-50058, HUD encourages PHAs that have operational capacity to continue submitting form HUD-50058 within the normal 60-day timeframe. HUD will issue guidance in the near future that will provide PHAs with workarounds to ensure that the delayed submission of form HUD-50058 does not cause any fatal errors in the IMS-PIC system.

HACCC Policy:

HACCC will continue to submit data to the HUD PIC Database within 60 days after the completion of any transaction recorded in its system. However, if circumstances result in delays or overwhelm staffing capacity during the COVID-19 response period, HACCC will ensure that submissions are made within 90 days.

Expires: December 31, 2020

23. Repayment Agreements

Families are required to make repayments on unreported income or non-payment of rent on Repayment Agreements executed between the tenant and /or and HACCC. HACCC recognizes that COVID-19 has resulted in many households having their monthly income affected by loss of employment, layoff or reduction in hours worked.

HACCC Policy:

In the event of hardship, HACCC shall suspend a households repayment agreement until July 31, 2020 or alternative deadline for temporary waivers as determined by HUD.

Expires: July 31, 2020

System (CES). These units are required to be used to house homeless families that are in the CES for housing assistance referral. When vacancies occur at the PBV properties in these designated units, the owner shall request a suitable referral from the Coordinated Entry System. Once the owner has reviewed the application and accepted the referral for housing assistance, the owner shall refer the family to HACCC's initial eligibility team for program eligibility determination and leasing. Families will only be placed on this waiting list if they are deemed suitable for occupancy by the owner and immediately processed for intake.

This waiting list will not have a preference designation since all additions to the list will immediately be designated for specific units within the PBV portfolio. The only qualifier will be the date and time of the applicant's addition to the CES wait list.

Units eligible for CES assistance and priority are as follows:

- Garden Park Apartments - 2387 Lisa Lane, Pleasant Hill, CA
- Idaho Apartments - 10203 San Pablo Ave., El Cerrito/Richmond 94530
- Lakeside Apartments - 1897 Oakmead Dr., Concord, CA

1. Unit A-10	5. Unit C-7	9. Unit E-1
2. Unit B-3	6. Unit C-8	10. Unit E-14
3. Unit B-5	7. Unit D-2	11. Unit G-9
4. Unit C-1	8. Unit D-16	
- Robin Lane - 1149 Meadow Lane, Concord, CA

1. M103		
2. M203		
3. R101		
4. R104		
5. R204		
- St. Paul's Commons - 1860 Trinity Ave., Walnut Creek, CA

1. 202	6. 306	11. 406
2. 203	7. 310	12. 411
3. 209	8. 311	13. 412
4. 212	9. 313	14. 413
5. 213	10. 316	
- Lillie Mae Jones - 120 MacDonald Ave., Richmond, CA

<u>1. 103</u>	<u>5. 209</u>	
<u>2. 104</u>	<u>6. 302</u>	
<u>3. 202</u>	<u>7. 303</u>	
<u>4. 203</u>	<u>8. 307</u>	

This list may be modified from time to time to reflect new units added to the CES portfolio with PBV designations.

Income Targeting [24 CFR 983.251(C)(6)]

At least 75 percent of the families admitted to HACCC's tenant-based and project-based voucher programs from the waiting list must be extremely-low income families in accordance with HUD practice and regulations. The income targeting requirement applies to the total of admissions to both programs.

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Any family that has been terminated from HACCC's HCV program due to insufficient program funding (20 Points);

All applicants will be assigned points based on any preference(s) for which they qualify (e.g., a veteran and resident of HACCC's jurisdiction would receive 11 points). Applicants with more preference points will be ranked ahead of applicants with fewer preference points. Among applicants with the same number of preference points, families will be selected according to the date and time of application to that site-based wait list. A family who applied ahead of another family with the same preference points will have preference over that family.

17-VI.E. OFFER OF PBV ASSISTANCE

Refusal Of Offer [24 CFR 983.251(E)(3)]

HACCC is prohibited from taking any of the following actions against a family who has applied for, received, or refused an offer of PBV assistance:

- Refuse to list the applicant on the waiting list for tenant-based voucher assistance;
- Deny any admission preference for which the applicant qualifies;
- Change the applicant's place on the waiting list based on preference, date, and time of application, or other factors affecting selection under HACCC's selection policy;
- Remove the applicant from the tenant-based voucher waiting list.

The HACCC shall remove an applicant from the site-based wait list of a project when the applicant refuses an offer of housing at the specific site. At the Executive Director's discretion, exceptions may be made for situations where the family is forced to refuse an offer of PBV housing due to a family, medical or legal obstacle.

Disapproval By Landlord [24 CFR 983.251(E)(2)]

If a PBV owner rejects a family for admission to the owner's units, such rejection may not affect the family's position on the tenant-based voucher waiting list. Rejection by the PBV owner, however, shall be grounds for removal from the PBV site-based wait list.

Acceptance of Offer [24 CFR 983.252]

Family Briefing

When a family accepts an offer for PBV assistance, HACCC must 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, HACCC must provide a briefing packet that explains how HACCC determines the total tenant payment for a family, the family obligations under the program, and applicable fair housing information.

HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the phone briefing. The tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

18-V.F. OFFER OF PBV ASSISTANCE

Refusal of Offer [24 CFR 983.251(e)(3)]

The PHA is prohibited from taking any of the following actions against a family who has applied for, received, or refused an offer of PBV assistance:

- Refusing to list the applicant on the waiting list for tenant-based voucher assistance
- Denying any admission preference for which the applicant qualifies
- Changing the applicant's place on the waiting list based on preference, date, and time of application, or other factors affecting selection under the PHA's selection policy
- Removing the applicant from the tenant-based voucher waiting list

Disapproval by Landlord [24 CFR 983.251(e)(2)]

If a PBV owner rejects a family for admission to the owner's units, such rejection may not affect the family's position on the tenant-based voucher waiting list.

Acceptance of Offer [24 CFR 983.252]

Family Briefing

When a family accepts an offer for PBV assistance, the PHA must 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, the PHA must provide a briefing packet that explains how the PHA determines the total tenant payment for a family, the family obligations under the program, and applicable fair housing information.

HACCC shall conduct briefings for new participants and households moving to other units by telephone or other electronic means and refer them to our website for the briefing packet or mail it to the family to have and follow along with staff during the phone briefing. The tenant file will be documented with the date and time of the remote briefing and how the briefing packet was provided to them.

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Persons with Disabilities

If an applicant family's head or spouse is disabled, the PHA must assure effective communication, in accordance with 24 CFR 8.6, in conducting the oral briefing and in providing the written information packet. This may include making alternative formats available (see Chapter 2). In addition, the PHA must have a mechanism for referring a family that includes a member with a mobility impairment to an appropriate accessible PBV unit.

Persons with Limited English Proficiency

The PHA should take reasonable steps to assure meaningful access by persons with limited English proficiency in accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166 (see Chapter 2).