

## Attachment B.1

### Summary of December, 2022 ACOP

In addition to numerous grammatical changes, edits were made to the standard HUD language in the plan that introduces the subject matter. These are not policy changes but regulatory edits from the Code of Federal Regulations. The following substantial changes were made to the ACOP as it pertains to HACCC Policy:

- The HACCC Mission Statement was updated to match the Agency Mission Statement;
- Updated the policy and procedures for hearings, both informal and formal, allowing for remote hearings
- During remote hearings, if the participant(s) are in need of a translator to use video translation when available over voice only translation
- Added language that ensures a family denied for debts owed a PHA, shall be provided with the EIV report that indicates the debt and provide the family with an opportunity to dispute the denial;
- Updated language to reflect that tenant lease briefings can be done in person, remotely, by teleconference or by phone if needed and that methods of effective communication will be deployed for the disabled;
- Removed the requirement that forms must be signed in the presence of an HACCC representative;
- Included language to search the Dru Sjodin National Sex Offence Database at <http://www.nsopw.gov> for all new applicants
- Included language that families who have a hearing and wish to request discovery of the documents, make the request no later than noon on the business day prior to the hearing. This policy clearly sets expectations, and prevents the family from making any last minute requests that could cause a delay in the hearing.
- Added language indicating that Violation of Family Obligations and Failure to pass Criminal Background Checks are grounds for requesting an Informal Hearing;
- Updated the VAWA Certifications and Exhibits in the ACOP
- Included language that the HA will not need to verify assets worth less than \$5000
- Included language that the HA will not need to verify Food Stamps received by family
- Included language that the HA will use IVT (Income validation tool) during annual recertifications to compare family provided information
- Updated language to allow for reexaminations to be conducted via mail, drop box, telephone, in person or uploading through the rent café portal

- Included language to include annual and adjusted income amounts in tenant rent letters
- Included language to include rent being accepted through the rent café portal