



# Section 811 Program Property Manager Overview

February 29, 2024



# Background

- HUD program assists extremely low-income people with disabilities to live independently in a community by providing rental subsidies linked with supportive services
- Operated in partnership by RIHousing, Rhode Island Executive Office of Health and Human Services (EOHHS) and the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH)
- RIHousing administers rental assistance to house up to 150 individuals and families



# Rental Assistance Contract (RAC)

- An agreement between RIHousing and the Owner/Agent of an eligible multifamily property that agrees to provide eligible tenants with eligible units receiving rental assistance
- Section 811 guiding document is the RAC, which governs rental assistance payments for specified number of units for a period of 20 years
- RAC must specify bedroom size and accessibility features
- Units can be floating and do not need to be assigned to a specific unit #
- **If properties do not fill the number of units specified on the RAC, units may be reallocated to another property**

# Program Overview

- Section 811 rental assistance is available to:
  - 1) existing properties
  - 2) properties that are being developed
  - 3) properties that have been proposed for development
- May be used in a development that already has project-based units or other long term operating assistance
- **Cannot** be used in any units that already receive a project-based or long-term operating subsidy, or those that have received any such subsidy within the previous 6 months, or for units currently restricted for disabled persons
- **Capital funds are not available through this program**
- **Up to 25% of all units in a building or a development may be assisted under the RAC**
- **Buildings and/or developments must contain 5 or more units to be in the program**



# 811 Resident Eligibility

## **Resident must be:**

- Between the ages of 18 and 61
- Be extremely low-income (30% AMI or below)
- Disabled as defined by HUD
- Eligible for services and support (determined by BHDDH)



# Waitlist Management

- BHDDH and RI Medicaid partners make referrals for the program through a pre-application process
- BHDDH and RI Medicaid are responsible for providing verification to RI Housing of disability status, ability to live independently and other program requirements such as age, income and medical expenses.
- Once deemed eligible, the applicant is added to the waitlist.



# Referral Process



- When an 811 eligible unit is available:
  - **Vacant Unit Notice to** Elizabeth Hernandez at [ehernandez@rihousing.com](mailto:ehernandez@rihousing.com)
- RIHousing will review the waitlist, provide five (5) referrals to the property within seven days
- Property manager will contact referred applicant and BHDDH service provider to prescreen, complete housing application and request needed documentation
- Property manager should contact the BHDDH service provider by email and must allow up to 10 business days to respond
- RIHousing will continue to send referrals to the property manager until an applicant is selected or the 811 waitlist is exhausted



# 811 Tenant Selection Plan

- Properties may screen the applicant in accordance with their Tenant Selection Plan
  - Applicants will be screened through standard credit and criminal procedures as indicated in the Tenant Selection Plan
- Before rejecting applicant, property management must review mitigating circumstances
- **Absence of rental history cannot be used as grounds for rejection**





# 811 Tenant Selection Plan *cont.*

## **Absence of Rental History**

Alternative criteria:

Reference letters from employers, clergy, roommates, neighbors, shelter staff members, doctors, or social workers

## **Ability to Pay Rent**

Alternative criteria:

Receipts of timely payment of utility bills, loans, child support or alimony

## **Criminal Records**

Alternative Criteria:

Letters of support from case manager and/or recovery specialist and/or certificate of completion of a recovery/substance abuse program



# 811 Tenant Selection Plan *cont.*

- Mitigating circumstances to consider:
  - Length of time that has lapsed since date of criminal record(s)
  - Seriousness of conviction
  - Whether applicant has engaged in supportive services and/or demonstrated they are in recovery and/or sober to prevent recidivism

**Property managers must notify the applicant and RIHousing of the outcome of screening.**



# Approval/Denial of 811 Applicants

## **If applicant is denied**

- Property management must notify the applicant and RIHousing in writing.
- The letter should include:
  - Reason for denial
  - Right to request a hearing within 14 days to dispute the denial

## **If the applicant is approved**

- Property management must meet applicant to view property/unit and have any verifications and consents signed.
- Property management must inform RIHousing of anticipated move-in date.
  - Conduct move-in inspection
  - Execute the 811 Model Lease



# Dealing with Tenant-Related Issues

- If unable to resolve any tenant dispute or conflict, management must contact RIHousing to discuss the proposed termination and potential resolution and case conferencing
- RIHousing will collaborate with BHDDH's service provider to support resolution
- **Lease termination must be made in writing and provided to the tenant, BHDDH's service provider, and RIHousing**
- Owners/Property Managements are expected to enforce the terms of the lease and tenants are similarly expected to comply with the requirements established in the lease. Termination for reasons other than those permitted by HUD is prohibited.

# Reporting Requirements

- HUD requires quarterly and annual reports
- Reporting measures include:
  - program management
  - efficient utilization of units
  - resident outcomes
- It is important to submit data via TRACs in a timely and accurate manner, not only to ensure timely payment but also to ensure that our reporting requirements can be met.
- **Please notify RIHousing on items like vacant units, move ins, move outs and transfers immediately.**



# Questions?

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# Contact Information

**Elizabeth Hernandez**

*Special Programs Coordinator*

**401-457-1197**

**[Ehernandez@rihousing.com](mailto:Ehernandez@rihousing.com)**

**Katie Michaud**

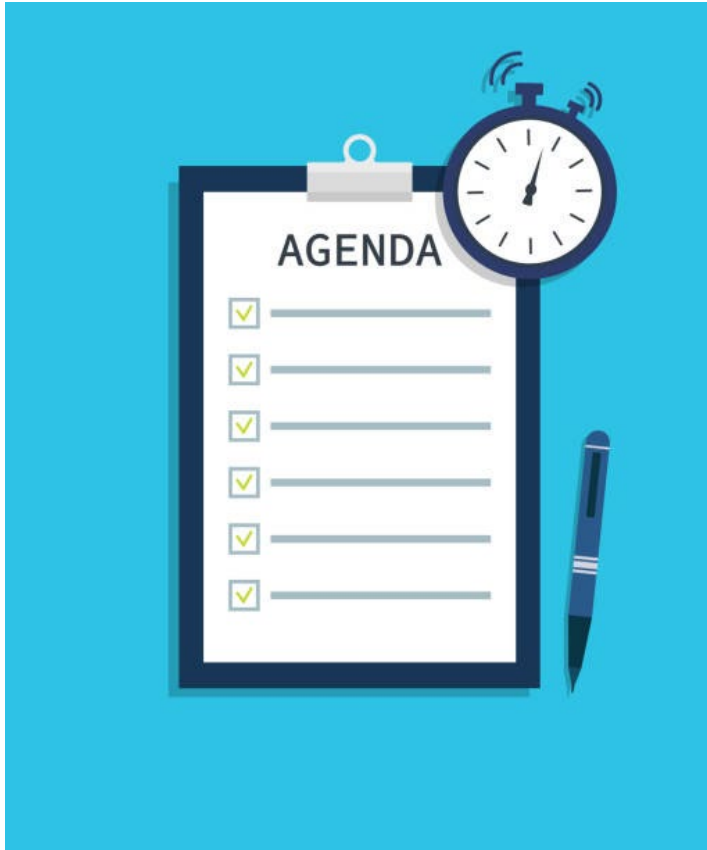
*Assistant Director*

**401-277-1564**

**[Kmichaud@rihousing.com](mailto:Kmichaud@rihousing.com)**



# Agenda



- Tenant Concerns
- Vouchers
- Special Claims
- Annual Reviews
  - Process
  - Tenant Files
  - Policy Review
- Other Information





# Concerns from the Tenant



- When we receive tenant concerns, we will reach out to the O/A as a first step to see if they can resolve it simply. Our contact is usually Maribel Estevez
- Ongoing concerns will involve Elizabeth Hernandez who will involve the case manager for supportive services if applicable



# Vouchers

- To be paid on time, resident data must be entered into HUD's TRACS System and submitted to RIHousing by the 10th day of the month preceding the month for which to owner is requesting payment.
- We can only issue payments once a month. A late submission means you cannot be paid until the following pay cycle.
- Please alert us if your units are floating and change

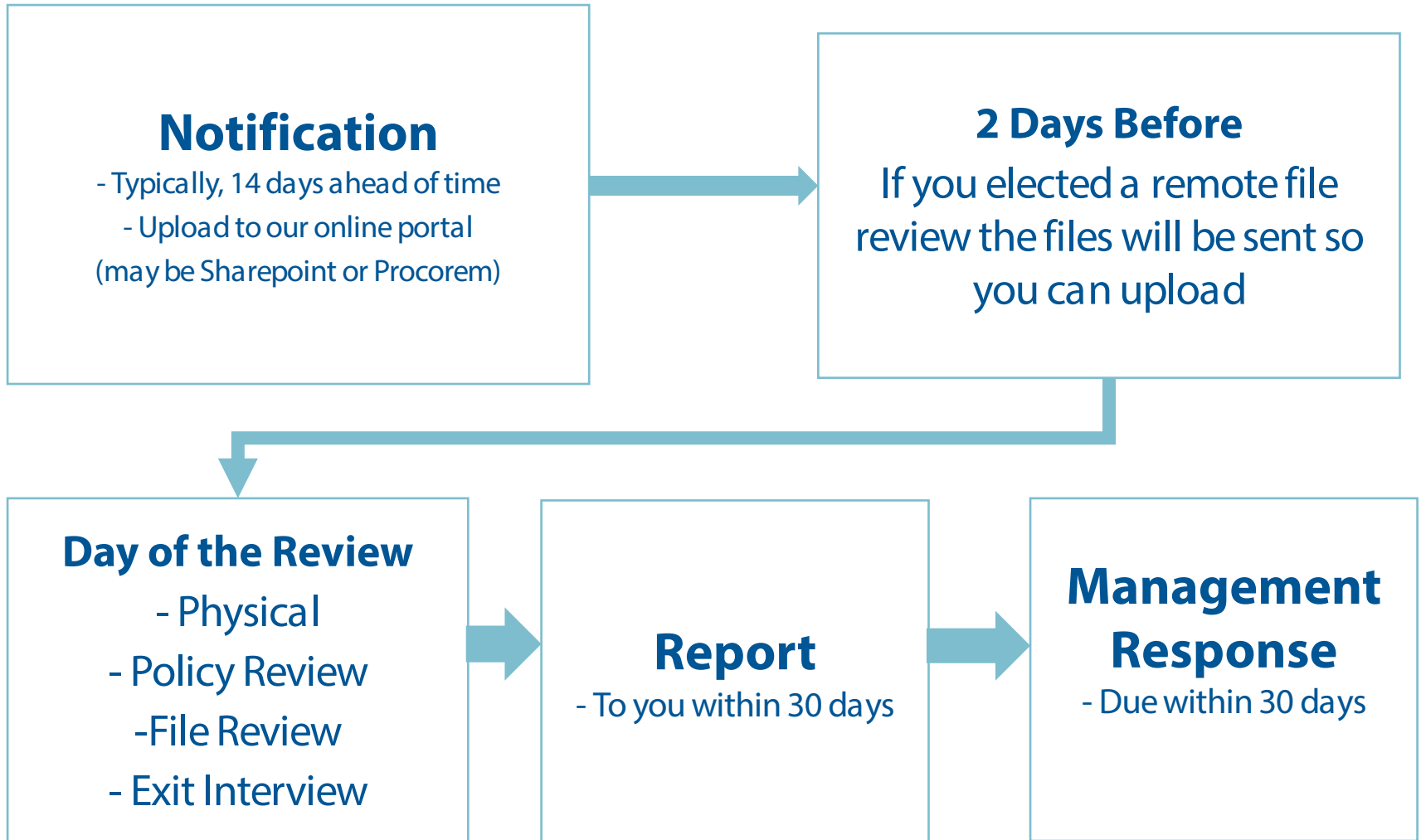


# Special Claims

- RIHousing will provide vacancy payments for covered units for owners/agents that have signed RACs, during initial lease-up and thereafter.
- Special claims for vacancy payments may not exceed 80 percent of the contract rent for up to 60 days of vacancy.
- Special claims requests must use [this form](#), with [these required attachments](#)
- They must be sent to [specialclaims@rihousing.com](mailto:specialclaims@rihousing.com)
- Once approved, you can request the amount on your next voucher



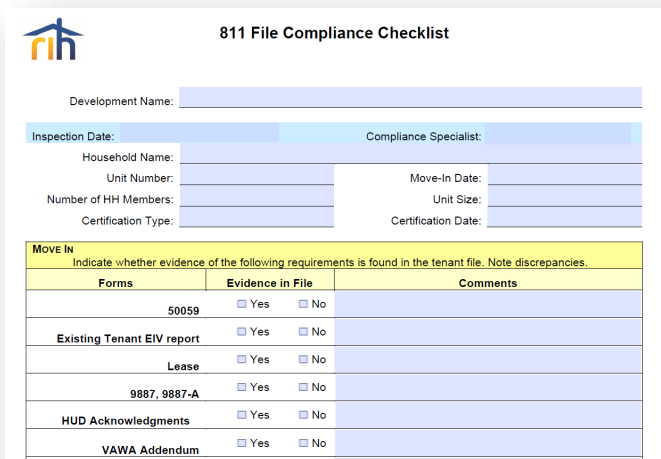
# Review Process



# Tenant File Requirements

- We review all files if there are five (5) or fewer 811 units.
- If there are more, review five (5) files plus one (1) for each 10 units over 50
- We'll also review at least 1 move-out file and one rejection file

## Move-in File Checklist



**811 File Compliance Checklist**

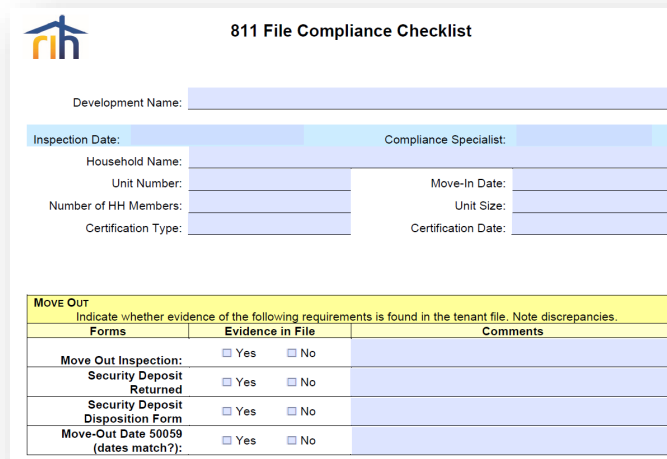
Development Name: \_\_\_\_\_

Inspection Date: \_\_\_\_\_ Compliance Specialist: \_\_\_\_\_

Household Name: \_\_\_\_\_  
 Unit Number: \_\_\_\_\_ Move-In Date: \_\_\_\_\_  
 Number of HH Members: \_\_\_\_\_ Unit Size: \_\_\_\_\_  
 Certification Type: \_\_\_\_\_ Certification Date: \_\_\_\_\_

MOVE IN		
Indicate whether evidence of the following requirements is found in the tenant file. Note discrepancies.		
Forms	Evidence in File	Comments
50059	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Existing Tenant EIV report	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Lease	<input type="checkbox"/> Yes <input type="checkbox"/> No	
9887, 9887-A	<input type="checkbox"/> Yes <input type="checkbox"/> No	
HUD Acknowledgments	<input type="checkbox"/> Yes <input type="checkbox"/> No	
VAWA Addendum	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## Move-out and Rejection Checklist



**811 File Compliance Checklist**

Development Name: \_\_\_\_\_

Inspection Date: \_\_\_\_\_ Compliance Specialist: \_\_\_\_\_

Household Name: \_\_\_\_\_  
 Unit Number: \_\_\_\_\_ Move-In Date: \_\_\_\_\_  
 Number of HH Members: \_\_\_\_\_ Unit Size: \_\_\_\_\_  
 Certification Type: \_\_\_\_\_ Certification Date: \_\_\_\_\_

MOVE OUT		
Indicate whether evidence of the following requirements is found in the tenant file. Note discrepancies.		
Forms	Evidence in File	Comments
Move Out Inspection:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Security Deposit Returned	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Security Deposit Disposition Form	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Move-Out Date 50059 (dates match?):	<input type="checkbox"/> Yes <input type="checkbox"/> No	



# Policy Checklist and Physical

[Policy Checklist Link](#)

Physical inspection of property  
common areas  
exterior  
all 811 units



# Resources On Our Website

[www.rihousing.com/section-8-contract-administration/](http://www.rihousing.com/section-8-contract-administration/)



The screenshot shows the rihousing website's navigation menu. At the top, there are links for "Buyers", "Owners", "Renters", "Partners", and "About Us". A "Mortgage Login" button and a search icon are also present. The main navigation menu is a vertical list of items, each with a dropdown arrow. The items are: "Management and Occupancy Reviews", "Annual Rent Adjustments (OCAFs and RCSs)", "Contract Renewals", "Vouchers and Special Claims", and "Section 811". The "Section 811" item is expanded, showing a list of resources:

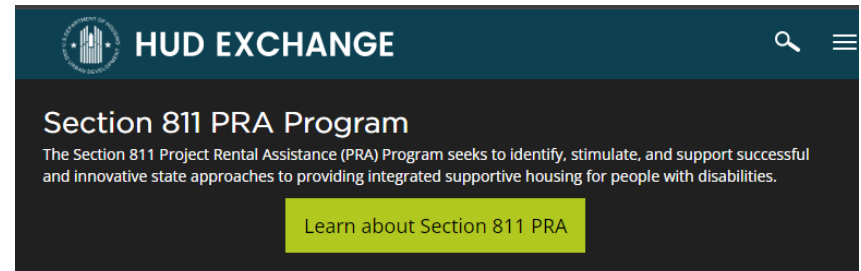
- [Section 811 File Compliance Checklist](#)
- [HUD-Section 811 Project Rental Assistance Program Owner's Manual](#)
- [Section 811 Model Lease](#)
- [RIH MORs - EIV Checklist](#)
- [811 Policy Review Worksheet](#)
- [811 OCAF Worksheet](#)
- [811 File Compliance Checklist](#)
- [42 U.S. Code § 8013 - Supportive Housing](#)

# Other Information

Always feel free to contact the Asset Manager assigned to your property with any questions.

Prepare for HOTMA changes - those will affect 811s

[HUD has a terrific resources page here](#)



The screenshot shows the top portion of the HUD EXCHANGE website. The header is dark teal with the HUD logo and the text "HUD EXCHANGE" in white. Below the header, the main content area is dark grey. It features the title "Section 811 PRA Program" in white, followed by a descriptive paragraph: "The Section 811 Project Rental Assistance (PRA) Program seeks to identify, stimulate, and support successful and innovative state approaches to providing integrated supportive housing for people with disabilities." A prominent yellow button with the text "Learn about Section 811 PRA" is centered below the text.

[Home](#) > [Programs](#) > [Section 811 PRA Program](#)



## Program Overview

- [Eligibility Requirements](#)
- [Statute and NOFA](#)
- [Related HUD-HHS Collaborations](#)



## Implementation Resources

- [HUD Secure Systems](#)
- [Cooperative Agreement](#)
- [FAQs](#)
- [Start-Up Guide and Forms](#)
- [Training Materials](#)



## Program Highlights

- [Success Stories](#)
- [Program Highlights: Successfully Supporting Independent Living for People with Disabilities](#)



# Questions?

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# Contact Information

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*Assistant Director*

**401-429-1409**

**[hlanphear@rihousing.com](mailto:hlanphear@rihousing.com)**

