



Missouri 811 Program Guide

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Prepared by MHDC HUD Programs Department

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INTRODUCTION AND PROGRAM OVERVIEW

The Missouri Housing Development Commission (MHDC), in partnership with the Missouri Department of Social Services (DSS), and the Missouri Department of Mental Health (DMH), administers the U.S. Department of Housing and Urban Development (HUD) Section 811 Project-Based Rental Assistance (PRA) program. The Section 811 PRA program, hereafter referred to as Missouri 811 or 811, is authorized under the Frank Melville Supportive Housing Investment Act of 2010, and seeks to provide extremely low-income persons with disabilities or extremely low-income households with at least one person with a disability, with decent, safe and sanitary rental housing through the use of rental assistance payments to eligible Owners/Property Managers.

The purpose of Missouri 811 is to expand the supply of supportive housing that promotes and facilitates community integration for disabled individuals who are either institutionalized or at-risk of being institutionalized OR homeless or at risk of homelessness. These individuals are recognized as the target population for the 811 program. Properties that are awarded Missouri 811 funds will enter into a Rental Assistance Contract (RAC) with MHDC and receive monthly Housing Assistance Payments (HAP) on behalf of qualified tenants. Individual Owners/Property Managers must follow HUD program guidelines and will maintain their own Tenant Selection Plan (TSP) that will clearly define procedures for determining selection criteria, clear precedent for admission/rejection, and site specific occupancy policies. Owners/Property Managers must give admission priority to Missouri 811 applicants referred by DSS/DMH referral partners until all PRA units are utilized.

1 Program Roles and Responsibilities

1.1 Missouri Housing Development Commission

- Train Owners/Property Managers, and associated service providers on the Missouri 811 program requirements as part of its standard developer training process that occurs at application and implementation.
- MHDC will manage the Rental Assistance Contracts, rent increases, and other 811 administrative duties involved in setting up 811 contracts and payment duties.
- MHDC will maintain a master list of properties that have entered into Rental Assistance Contracts.
- MHDC will notify DSS/DMH of availability of Missouri 811 units at existing properties and during the initial lease up phase of the project.

1.2 Missouri Department of Social Services

- DSS will manage and maintain referrals from community-based service providers of initial eligibility screening.
- DSS will also conduct outreach and referral services in order to maintain a pool of eligible participants.
- DSS will be responsible for the overall integration of tenants into Missouri 811 units but shall work in conjunction with DMH to provide referrals and to designate appropriate organizations to provide supportive services to residents, in addition to services provided by the property.

1.3 Missouri Department of Mental Health

- DMH will coordinate with community-based service providers to identify potential eligible participants for the Missouri 811 program.
- DMH will manage and maintain referrals from community-based service providers of initial eligibility screening.
- DMH will track placements of 811 program tenants.

2 Property Eligibility

2.1 Multifamily Eligibility

Existing Properties

Approximately seventy percent (70%) of awarded PRA funds will be targeted towards existing properties within MHDC's portfolio. Eligible properties will be able to apply for funding through a Notice of Funding Availability (NOFA) made available by MHDC. Properties interested in applying for 811 funds for existing properties must meet the following primary criteria to apply:

- 1) The property must have been awarded federal Low Income Housing Tax Credit (LIHTC) funding by MHDC.
- 2) The property must have received the award of federal LIHTC in connection with the 2013 Qualified Allocation Plan (QAP) or later. Properties within this timeframe will still be in their initial 15-year affordability periods and generally have less physical needs due to their recent LIHTC award dates.
- 3) The property must have applied and qualified for at least one of the below priorities in the QAP under which the applicant was awarded LIHTC funding:
 - a. Special Needs Housing
 - b. Service Enriched Housing
 - c. Set-Aside Preferences- Special Needs Priority
 - d. Set-Aside Preferences- Vulnerable Persons Priority
 - e. Independence- Enabling Housing Units (IEH) Priority
 - f. Veteran's Housing Priority
- 4) All buildings in the associated properties must have already been placed-in-service and development must have been issued 8609s from MHDC.
- 5) The property must be multifamily and not be restricted to elderly residents (ages 62 and over).
- 6) The property must not have occupancy preference for persons with disabilities or more than 25% of the total units used for supportive housing for persons with disabilities.
- 7) Units must meet the program criteria for unit integration and accessibility.
- 8) The property must be willing to meet all requirements set forth by HUD to ensure eligibility for Missouri 811 funds.
- 9) Owner/Property Manager, and affiliates must be in good standing with MHDC.
- 10) The property must be actively fulfilling all requirements mandated by qualifying for one or more of the aforementioned QAP priorities.

New Construction/Substantial Rehabilitation

Approximately thirty percent (30%) of MHDC's 811 funds are targeted towards to-be newly constructed or substantially rehabilitated properties. A NOFA was released for PRA funds in conjunction with MHDC's Rental Production NOFA in September 2021. Properties that applied for the PRA funds were required to meet the following criteria:

- 1) The property must be applying for federal LIHTC through MHDC for new construction or substantial rehabilitation.
- 2) The property must be dually applying for and meeting all qualifications for one of the following set-aside priorities (or their predecessors):
 - a. Special Needs
 - b. Vulnerable Populations
 - c. Independence-Enabling Housing
- 3) The property must be targeting a tenant population of persons recently discharged from an institution or at risk of being institutionalized.
- 4) The property must demonstrate in its application the capacity to effectively serve the targeted population through history and partnerships with appropriate service agencies.
- 5) The property must be willing to coordinate with the Department of Social Services (DSS) and/or the Department of Mental Health (DMH) to identify a targeted eligible tenant population pool.
- 6) The property must submit a detailed Service Plan to provide continuous and ongoing appropriate supportive services to qualified PRA tenants.
- 7) Owner/Property Manager, and affiliates must be in good standing with MHDC.
- 8) The property must be multifamily and not be restricted to elderly residents (age 62 and over).
- 9) The property must not have occupancy preference for persons with disabilities or more than 25% of the total units used for supportive housing for persons with disabilities.
- 10) Units must meet the program criteria for unit integration and accessibility.
- 11) The property must be willing to meet all requirements set forth by HUD to ensure eligibility for Missouri 811 funds.

2.2 Eligible Use of Funds

- Missouri 811 provides a project-based rent assistance subsidy that covers the difference between the total tenant payment and the approved contract rent. The tenant's total payment cannot exceed 30 % of their adjusted gross income for rent and utilities.
- Rental assistance payments will cover the difference between the contract rent and the portion of the rent payable by the eligible household as determined in accordance with 24 CFR Part 5 and other applicable requirements.

- Rental assistance payments shall be paid to the Owner/Property Manager for assisted units under lease for occupancy by eligible households in accordance with the Rental Assistance Contract (RAC).
- Vacancy payments during rent-up may be allowed for up to 60 days, but cannot exceed 80% of the contract rent (in accordance with HUD).

3 Funding Amount and Terms

3.1 Funding Source and Amounts Available

- Section 811 PRA is a program of the Department of Housing and Urban Development (HUD). MHDC is the grantee for the State of Missouri, in partnership with DMH and DSS.
- Approximately fifty (50) units of Missouri 811 are available. Final program budget and number of units supported will be dependent on fair market rent variation and other cost fluctuations.
- Funding for each Missouri 811 unit is for an initial period of five years, with expected renewals for up to 20 years, subject to federal appropriations.

3.2 Rental Assistance Contract (RAC)

MHDC will execute a RAC with Owners of selected properties for a term of 20 years. The RAC consists of:

- Part I of the Agreement to Enter into a Missouri 811 RAC (ARAC). This is the commitment between MHDC and the Owner of the selected property to enter into the RAC.

See HUD [Exhibit 7: Agreement to Enter into Rental Assistance Contract](#).

- RAC Part I and II. The RAC describes the terms and conditions of the contract. The RAC designates the funding amount and the number of units that are expected to be available for 811 tenants within six months of the initial RAC.

See HUD [Exhibit 8: Rental Assistance Contract Part I](#) and [Exhibit 9: Rental Assistance Contract Part II](#).

3.3 Model Lease

All properties must use the HUD Model Lease for Section 811 PRA assisted units.

See HUD [Exhibit 11: Model Lease](#).

3.4 Use Agreement

Owners of selected properties must record a 30-year use agreement, restricting the use of the determined number of units for the Missouri 811 program. The restriction is contingent

upon appropriations. The use restriction will terminate if the U.S. Congress fails to appropriate adequate funding to provide for the financial needs of the assisted units.

See HUD [Exhibit 10: Use Agreement](#).

3.5 Rent Adjustments

Missouri 811 contract units are eligible for an annual rent adjustment on the anniversary date of the RAC. Within the first year of the contract, the Owner may request to align their contract anniversary date with an existing state or federal state housing program layered at the property.

Owner/Property Manager must submit their request for a rent adjustment in writing to MHDC, along with the appropriate documentation as determined by MHDC, within appropriate timeframes to be determined by MHDC.

4 Program Guidelines

4.1 HUD Program Guidelines

All selected applicants must understand and follow the HUD program guidelines, specifically Part C-Rental Assistance Contract, and Part D-Owner Requirements.

See [Exhibit 5: HUD Program Guidelines](#) for more details.

Households eligible for Section 811 PRA include single adults and families. Households must meet **all** of the following criteria:

- 1) The household must include at least one adult with a disability who is at least 18, but less than 62 years of age at the time of admission.
- 2) The household must include at least one adult with a disability who is eligible for community-based, long-term services funded through Medicaid waivers, Medicaid state plan options, state funded services or other appropriate services related to the type of disability of the targeted populations.
- 3) The household income cannot exceed the Extremely-Low Income (ELI) limit established by HUD and published annually.
- 4) Household must have a currently designated services provider who commits to provide said services throughout 811 tenancy.

4.2 Target Population

The Missouri 811 program targets low-income individuals and households who are currently homeless and/or institutionalized, or at risk of facing either. The HUD definition of homelessness includes those who fall into the following categories; Literally Homeless, Imminent Risk of Homelessness, Homeless Under other Federal Statutes, and those who are Fleeing/Attempting to Flee Domestic Violence. For more information regarding the HUD definition of homelessness, and qualifying circumstances, please review: [Homeless Definition](#). Households must also include a member who has one or more of the substantial, long-term disabilities listed below, and provided that it is determined that appropriate services related to the type of disability are available and can be provided:

- Serious mental illness
- Addictive disorder (e.g. individuals in treatment and demonstrated recovery from substance abuse disorder)
- Developmental disability (e.g. intellectual disability, autism or other development disability acquired before the age of 22)
- Physical, sensory or cognitive disability occurring after the age of 22
- Disability caused by effects of chronic illness (e.g. people with HIV/AIDS who are no longer able to work)

- Age-related disability (e.g. frail elderly less than 62 years of age or young adults with other special needs who have been in the foster care or juvenile justice system).

Examples of Possible Applicants:

- People with developmental disabilities or mental health issues
- People who may be forced to enter/reside at a nursing facility because an affordable home is not available for them in the community
- People who are chronically homeless
- People who live in/are aging out of foster care

4.3 Ineligible Households

The following households are excluded from Missouri 811:

- Any household containing a member(s) who was evicted in the last three years from federally assisted housing for drug-related criminal activity.
- A household in which any member is currently engaged in illegal use of drugs or for which the Owner/Property Manager has reasonable cause to believe that a member's illegal use or pattern of illegal use of a drug may interfere with the health, safety, and right to peaceful enjoyment of the property by other residents.
- Any household member who is subject to a State sex offender lifetime registration requirement.
- Any household member if there is reasonable cause to believe that member's behavior, from abuse or pattern of abuse of alcohol, may interfere with the health, safety, and right to peaceful enjoyment by other residents. The screening standards must be based on behavior, not the condition of alcoholism or alcohol abuse.

The Owner/Property Manager may but is not required to (unless eligible as a reasonable accommodation) consider two exceptions to this criminal background provision:

- The evicted household member has successfully completed an approved, supervised drug rehabilitation program.
- The circumstances leading to the eviction no longer exist (e.g., the household member no longer resides with the applicant household).

4.4 Income Limits

HUD establishes income limits and revises them annually to ensure that federal rental assistance is provided only to low-income families. Income limits are based on family size and the annual income the family receives. Applicants must have an income that is not greater than the maximum income limits established by HUD and as published annually in the Federal Register.

For Missouri 811, a family's annual income at the time of admission may not exceed the

extremely low-income limits established by HUD for the current year. For the State of Missouri in year 2022, those limits can be seen in the table below.

| FY 2022 30% of Median | | | | | | | |
|-----------------------|----------|----------|----------|----------|----------|----------|----------|
| 1 Person | 2 Person | 3 Person | 4 Person | 5 Person | 6 Person | 7 Person | 8 Person |
| 17,000 | 19,400 | 21,850 | 24,300 | 26,200 | 28,150 | 30,100 | 32,050 |

Some applicants for Missouri 811 program units may have zero income at the time of application, and later begin receiving social security benefits. Under HUD regulations, they would qualify under the income restriction and their rent share would initially be \$0, with an interim recertification performed once Social Security benefits are in place. Property managers should consider anticipated Social Security income when qualifying these applicants under the LIHTC income restrictions.

4.5 Disability

Person with disabilities shall have the meaning provided in Section 811 (42 U.S.C. 8013(k)(2)):

The term “person with disabilities” means a household composed of one or more persons who is 18 years of age or older and less than 62 years of age, and who has a disability. A person shall be considered to have a disability if such person is determined, pursuant to regulations issued by the Secretary to have a physical, mental, or emotional impairment which:

- Is expected to be a long-continued and indefinite duration.
- Substantially impedes his or her ability to live independently.
- Is of such a nature that such ability could be improved by more suitable housing conditions.

A person shall also be considered to have a disability if such person has a developmental disability as defined in section [15002](#) of this title. The Secretary shall prescribe such regulations as may be necessary to prevent abuses in determining, under the definitions contained in this paragraph, the eligibility of families and persons for admission to and occupancy of housing assisted under this section. Notwithstanding the preceding provisions of this paragraph, the term “person with disabilities” includes two or more persons with disabilities living together, one or more such persons living with another person who is determined (under regulations prescribed by the Secretary) to be important to their care or well-being, and the surviving member or members of any household described in the first sentence of this paragraph who were living, in a unit assisted under this section, with the deceased member of the household at the time of his or her death.

The term “*persons with disabilities*” shall also include the following:

- 1) A person who has a developmental disability, as defined in section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C 6001 (5)), i.e., if he or she has a severe chronic disability which:
 - Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 - Is manifested before the person attains age twenty-two;
 - Is likely to continue indefinitely;
 - Results in substantial functional limitation in three or more of the following areas of major life activity:
 - Self-care;
 - Receptive and expressive language;
 - Learning;
 - Mobility;
 - Self-direction;
 - Capacity for independent living;
 - Economic self-sufficiency; and
 - Reflects the person’s need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated.
- 2) A person with a chronic mental illness, i.e., a severe and persistent mental or emotional impairment that seriously limits his or her ability to live independently, and which impairment could be improved by more suitable housing conditions.
- 3) A person infected with the human acquired immunodeficiency virus (HIV) and a person who suffers from alcoholism or drug addiction, provided they meet the definition of “*person with disabilities*” in Section 811 (42 U.S.C 8013(k)(2)). A person whose sole impairment is a diagnosis of HIV positive or alcoholism or drug addiction (i.e., does not meet the qualifying criteria in section 811 (42 U.S.C. 8013(k)(2)) will not be eligible for occupancy in a section 811 PRA unit.

5 Referrals

5.1 Applicant Referral Process

Community-based service providers will refer the screened and eligible Missouri 811 applicants to properties to be processed for tenancy, and waitlist placement.

5.2 Reverse Referrals

A reverse referral means the referral of an existing tenant by the property manager and/or

service coordinator of the LIHTC property to the community-based service providers to be screened for Missouri 811 eligibility criteria.

If the property manager and/or service coordinator of an eligible LIHTC property identifies a current, existing tenant as a possibly eligible applicant of the target population who meets 811 eligibility criteria; the property manager and/or social coordinator will refer the current, existing tenant to the community-based service provider to be screened. The applicant must be at risk of eviction and/or received an eviction notice. The referred individual must meet all of the following criteria:

- Household must include one adult with a disability who is at least 18, but less than 62 years of age at the time of screening. *Note:* Households with a disabled minor child do not qualify for the Missouri 811 program.
- The household must include at least one adult with an eligible special needs/set-aside disability, as listed above.
- The household income must not exceed the extremely low-income limits, per HUD.
- The applicant must have a current, active support service provider that will commit to conducting at least one house visit per month and provide eviction prevention as needed.
- The applicant must be willing to voluntarily participate in 811 programming and to engage with a support service provider that includes, but is not limited to, a monthly house visit.
- Household must be at risk of eviction, including having received an eviction notice.

Each LIHTC program property may have special needs units filled by tenants that the community-based service provider has already screened and identified as special needs. These tenants may be referred provided that they also meet the above listed criteria.

Please note that there will be no preference status for existing special needs tenants *after the first available Missouri 811 units are initially filled*. All special needs and 811 applicants thereafter will be placed on the community-based service providers' waiting list without any preference. The purpose of the initial preference is to prevent homelessness of existing qualified tenants.

5.3 Waitlist Management

DSS will maintain a waitlist after completing the Missouri 811 Tenant Eligibility Checklist for each applicant, which collects the following information:

- 1) Date and time of checklist completion;
- 2) Applicant name;
- 3) Applicant age;
- 4) Applicant income;

- 5) Applicant disability status;
- 6) Applicant criminal background;
- 7) Applicant housing status.

This pre-screening process will ensure that only applicants who are likely eligible will be referred for placement in a Missouri 811 unit. The waitlist will be maintained by DSS and will be updated as new applicants are identified, and as existing applicants are assisted to meet screening requirements. The waitlist will continuously remain open to receive new applicants.

Owners/Property Managers will ensure applicants are placed in the correct bedroom size unit, verify household income, social security numbers, and rental requirements. Owners/Property Managers will also routinely update MHDC with upcoming vacancies and available units in order to fill units efficiently.

5.4 Maintaining and Ensuring Successful Tenancy

- 1) The community-based service providers and the collaborating parties will ensure that support services will be provided by the referring and/or designated service providing organization. Support services will be available to 811 households on an as requested basis; they are not a condition of tenancy, but shall be provided as needed and indicated by the tenant's services assessment and jointly developed services plan to support successful tenancy and prevent eviction.
- 2) In order to fulfill the goal of maintaining successful tenancy for Missouri 811 recipients and utilizing eviction as the last resort, the parties are committed to a dispute resolution process that is designed to provide an open, consistent, efficient and fair opportunity for each party to tell their story and present their perspective. Dispute resolution processes shall include the tenant, their primary service provider, the primary manager and/or property management company of the specified Missouri 811 property. The community-based service provider will be the primary responsible party to intervene and resolve any tenant issues to prevent eviction.
- 3) In the event that the tenant selected and designated service provider organization fails to provide the necessary and requested support services as requested by the tenant and/or the community-based service provider or fails to intervene to avert eviction, the community-based service provider will temporarily intervene to avert eviction. The community-based service provider will then notify and coordinate with referring service provider to request they assist the tenant in securing and designating another service providing organization.

6 Standards and Policies

6.1 Occupancy Standards

A unit is assigned to an applicant family based on their family size and composition. Reference the written policies for the site's specific standards. To prevent underutilization, the following minimum standards for occupancy apply:

| Bedrooms | Minimum Persons |
|-----------------|------------------------|
| 0 | 1 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

One person will not be permitted to occupy a unit with two or more bedrooms unless that person is:

- A person with a disability who needs the larger unit as a reasonable accommodation;
- A displaced person who has a verifiable need for a larger unit;
- A remaining family member of a resident family when no appropriately sized unit is available.

6.2 Unit Transfers

A change in the number of household members or the composition of a tenant family may change the size of the unit for which the family is eligible. The Owner/Property Manager is responsible for management of in-house waiting lists, overcrowded and under occupied units and he/she will determine if the family is in the appropriately sized unit. The Owner/Property Manager will adhere to the minimum occupancy standards shown above.

Participants may request transfers to other units in accordance with the property's occupancy policies. The Owner/Property Manager must notify the community-based service provider about the transfer.

6.3 Dispute Resolution

Resident complaints will be addressed according to the property's dispute resolution plan, which should be included in the property's management plan. Owner/Property Manager will be required to incorporate provisions into their plans that incorporate methods for working with residents with disabilities. Property's dispute plan must be acceptable to MHDC for participation in this program.

Key elements include:

- Settling grievances in a timely manner based on type of grievance (life threatening versus non-emergency)
- Collecting written documentation of the grievances that includes the date and description signed by the resident and retained in the resident file
- Developing informal and formal dispute resolution processes

For 811 funded properties, Owners/Property Managers will need to develop a dispute resolution plan that will incorporate methodologies for working effectively with residents and their varying needs and service providers. Grievances regarding termination of subsidy and lease agreements should follow HUD guidance as applicable, as well as all federal, state and local requirements. Dispute resolution between residents and Owners/Property Managers can also be addressed through MHDC's existing Resident Relations Department, which handles complaints from residents at all of MHDC's programs (PBCA units, LIHTC properties, etc.) on health, safety, maintenance, and other miscellaneous questions.

MHDC has three fulltime Resident Relations Specialists that are able to respond to resident concerns in a timely manner and will be trained on Missouri 811 requirements. Each resident call is assigned to a resident relation specialist. The concern is documented on an intake sheet developed by MHDC and also input in the HDS resident relations log. The resident relations specialist then contacts management at the property if necessary and works with the resident and management until the issue is resolved. In the event of a health, safety or maintenance issue that is urgent or time-sensitive, MHDC's staffing locations provide agility and the capacity to promptly send out an inspector to travel to the property and assess the situation.

6.4 Accessible Units and Reasonable Accommodation

Missouri 811 tenants are required to have a HUD-defined disability and are covered by Fair Housing law that governs reasonable accommodations. Individuals referred to Missouri 811 units may request a reasonable accommodation from a rule, policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling. This may be for an extension of time to complete the application process, a preferred application or communication method, an exemption from a particular screening criteria, or any other reason related to an individual's disability. Reasonable accommodation requests must be reviewed according to guidance in [Chapter 2 of the HUD Handbook](#). Housing providers have an obligation to provide prompt responses to reasonable accommodation requests, defined as a period of ten (10) days for this program.

If an existing 811 tenant wishes to relocate to another housing unit within a Missouri 811 property related to handicap accessibility or reasonable accommodation, the tenant, or another individual on their behalf, must submit a request to the property manager and also notify their service provider of their needs. The service provider will work with the Owner/Property Manager if a participant requests relocation due to a need for handicap accessibility. The tenant must comply with the terms of their lease agreement and their name

will be placed on the waiting list as of the date of their request.

6.5 Unit Inspections

Prior to the initial lease execution, a move-in inspection must be completed and certified by both the Owner/Property Manager and the eligible tenant. The certified form must determine if the unit is in decent, safe and sanitary condition. The form will become an attachment to the lease. If the eligible tenant is unable to attend the move-in inspection, he/she must certify that they have waived the right to be present for the move-in inspection. Each assisted unit will be inspected annually to determine if all appliances and equipment in the unit are functioning properly and to assess whether a component needs to be replaced or repaired.

A move-out inspection will be conducted when the eligible tenant vacates the unit. This will determine if any damages to the unit have occurred and will assist in determining the amount of security deposit to be reimbursed to the tenant. The tenant does not need to be present at the time of the move-out inspection.

6.6 Annual Recertification

Owners/Property Managers will conduct a recertification of family income and composition annually. All family members must supply the information requested by Owner/Property Manager and HUD. Tenants must sign the required consent forms and the Owner/Property Manager will obtain third party verification of the required documentation, including annual income, the value of assets, authorized deductions from annual income and other factors that affect the determination of adjusted income. Owners/Property Managers will then calculate the rent and assistance payments based upon the information gathered. Failure by the resident to comply with the recertification process may result in eviction for noncompliance with the lease requirement to recertify annually.

6.7 Interim Recertification

To ensure that assisted tenants pay rent based on their ability to pay, applicants must understand and agree to HUD's requirement that they are required to supply interim information to the Owner/Property Manager when any of the following occurs between annually scheduled re-certifications:

- A family member moves in/out of the unit
- An adult member of the family who was reported as unemployed on the most recent certification obtains employment
- The family's income cumulatively increased by \$200 or more per month
- Student status

7 Monitoring, Reporting, and Compliance Review

7.1 Monitoring Requirement

MHDC will perform monitoring of properties that receive Missouri 811 funding to ensure compliance with program requirements. The protocol used during the monitoring will be similar to that used in existing Project-Based Section 8 Properties with certain unique requirements specific to Missouri 811. Monitoring will occur at least annually, but may be more frequent if the situation calls for it. Owners/Property Managers will be notified in advance of monitoring visits.

7.2 Reporting Requirements

Tenant data must be entered into HUD's Tenant Rental Assistance Certification System (TRACS). Owners/Property Managers must submit vouchers to MHDC by the tenth (10th) day of the month preceding the month for which the Owner/Property Manager is requesting payment. The Missouri 811 program requires quarterly and annual reports from MHDC on program management, efficient utilization of PRA units, tenant outcomes, etc. It is important that Owners/Property Managers submit tenant data via TRACS in a timely and accurate manner to ensure the reporting requirements can be met.

7.3 Program Compliance Requirements

During monitoring visits, MHDC will review the following areas to confirm compliance with applicable program requirements:

- Physical inspections of units
 - UPCS protocol will be used during the physical inspections
- File compliance review and audits
 - Review resident files to ensure initial and at least annual eligibility with all applicable income and program requirements
 - Review income, asset, and expenses verification and calculation
 - Review applicant rejections and move-out records
 - Verify compliance with document retention requirements
- Review of waiting list(s)
 - Verify the DSS referral process was followed and properly documented
 - Review site's resident selection criteria and policies
- TRACS data
 - Ensure data is entered into TRACS accurately and timely
- EIV use monitoring
 - Ensure the site is utilizing the EIV system to verify sources of resident income at recertification and monthly/quarterly use

- Annual rent adjustments
 - Verify that rent changes are timely and consistently implemented
- Fair Housing Act Compliance

Monitoring staff may be responsible for on-going reporting, gathering data, and providing narrative reports on program compliance and effectiveness, as needed or required by HUD, MHDC, or DMH.

7.4 Environmental Review

Existing properties that are currently HUD-assisted or HUD-insured, and that will not engage in major rehabilitation, activities with physical impacts or changes beyond routine maintenance activities, and/or minimal repairs are not required to provide a new environmental review. MHDC will accept an existing Phase I ESA completed within 1 year from the time of the Missouri 811 application. MHDC will require a copy of the review and reliance letter if the property is selected for Missouri 811 prior to the execution of a RAC.

If the property has not had a Phase I ESA completed within 1 year from the application date, MHDC will require that an updated Phase I ESA be completed prior to the execution of a RAC for the property requesting Missouri 811 units.

8 Fair Housing Policy

8.1 The Fair Housing Act

It is the policy of MHDC to affirmatively further fair housing in all its programs so that individuals of similar income levels have equal access to MHDC housing programs, regardless of race, color, creed, religion, national origin, sex, marital status, disability, familial status, gender identity or sexual orientation.

The Fair Housing Act prohibits discrimination with respect to race, color, religion, sex, disability, family status or national origin. To ensure compliance with this act, an applicant will not be:

- Denied the opportunity to apply for housing or lease housing suitable to their needs;
- Provided housing that is different from housing provided to others;
- Subjected to segregation or disparate treatment:
- Restricted to any benefit enjoyed by others in connection with the housing program;
- Treated differently in determining eligibility or other requirements for admission:
- Denied access to the same level of services as others;
- Denied the opportunity to participate in a planning or advisory group that is an integral part of the housing program.

Additionally, advertising materials will not contain exclusionary language, discrimination based on relation to another person will not take place, nor will retaliation or intimidation in

any manner if someone exercises his/her right under the Fair Housing Act.

Participating properties will be required to use affirmative fair housing marketing practices in soliciting renters, determining eligibility and concluding all transactions. Additionally, Owners/Property Managers of HUD-subsidized multifamily housing must also display the Fair Housing poster required by the Fair Housing Act and HUD regulations at 24 CFR, part 110.

8.2 Affirmative Fair Housing Marketing Plan (AFHMP)

All MHDC programs require Owners/Property Managers to market affirmatively, using specific steps geared to the particular program. The Missouri 811 program is unique in that the state (the 811 grantee, MHDC in partnership with DMH and DSS) is required to have an AFHMP approved by HUD. All marketing is done by the state to reach the most unlikely to apply for Missouri 811. Owners/Property Managers are not required to have their own AFHMP for Missouri 811, but must follow affirmative fair housing practices in determining eligibility and conducting all transactions with prospective tenants.

8.3 Violence Against Women Act (VAWA)

HUD is the federal agency that oversees compliance with the Violence Against Women Act (VAWA), which provides protections for victims of domestic violence, dating violence, sexual assault, and stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation. Owners/Property Managers must adhere to the policies and procedures covering VAWA protections. The property's screening policies and/or tenant selection plan must support or assist victims of domestic violence, dating violence, sexual assault or stalking and protect victims- as well as their family members- from being denied housing or from losing their Missouri 811 housing assistance as a consequence of domestic violence, dating violence, sexual assault or stalking. Refer to HUD Handbook 4350.3 REV-1, chapter 4-4C.9, and any applicable HUD Notices for specific VAWA requirements.

Because Missouri 811 vouchers are attached to the property rather than the individual, in situations where existing tenants must transfer units within the same property, transfer to another 811 participating property, or must find other housing altogether, Owners/Property Managers are encouraged to work closely with tenants and their attending case managers in order to safely and efficiently transition housing. If there are no available 811 units in the tenant's current location, they will have the option to transfer to a Missouri 811 unit in another location dependent upon availability.