



DISTRICT OF COLUMBIA HOUSING AUTHORITY
1133 North Capitol Street, NE, Washington DC 20002

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**Standard Operating Procedures
Local Rent Supplement Program
Eligibility Determination**

SOP Title: Procedure for Processing LRSP Referrals
Original Effective Date: March 30, 2021
Revision Effective Date: Not Applicable

Purpose

To define procedure for LRSP referrals and DCHA eligibility determination.

Scope

This standard operating procedure (SOP) applies to all LRSP application referrals and provides a process for timely eligibility determinations for initial admission into the locally subsidized program.

Goal

Complete eligibility determination for each LRSP referral within 30-business days or less from the date of the application submission.

Responsibilities

Eligibility Specialists are required to:

- Ensure that all LRSP applications and certification forms are appropriately completed and that all supporting documents are submitted with the application;
- Adhere to this SOP and maintain the day-to-day oversight of referrals assigned; and

Supervisors are required to:

- Ensure that all Eligibility Specialists adhere to this SOP;
- Respond to Eligibility Specialists, timely, per this SOP; and
- Ensure that applicants who meet specified criteria for LRSP are determined eligible, timely.

Procedures

1. **Referral Submission Criteria:** It is the responsibility of the referring agency to ensure that all referral packets are accurate, complete, and legible prior to uploading into Housing-the-Homeless data base (HTH) or emailing to the eligibility inbox. A referral form and checklist is required for all applications.
2. **Initial Referral Review:** It is the responsibility of designated ECOD staff to complete the following, within two (2) business days of receipt of application:
 - (a) Download each application uploaded into HTH or received in the eligibility inbox and conduct a cursory review for accuracy and completeness using DCHA's referral packet checklist; and
 - (b) Via HTH or the eligibility inbox, communicate all inaccuracies/incompleteness to referring agency staff members.

NOTE: All required information must be returned to DCHA staff within 10-business days.

- *During these 10 days, the application will be placed on hold, pending receipt of all requested information;*
- *On day 11, applications on hold will be removed/withdrawn until all of the requested information is received. DCHA staff will update the referring agency's staff to reflect reason for removal/withdrawal; and*
- *A referral on hold may be reinstated if all of the requested information is received within 6 months of the original referral application date.*

3. **Assignment for Eligibility Determination:** Upon receipt of an accurate and complete application packet, it is the responsibility of designated ECOD staff to assign applications to designated Eligibility Specialist and to document in HTH or send an email from the eligibility inbox to the referring agency staff informing them of the name of the Eligibility Specialist responsible for conducting the eligibility review of the application.
4. **Assessing Eligibility:** It is the responsibility of designated Eligibility Specialist to perform all assessments required to determine eligibility of LRSP referrals. These include thorough/in-depth review of all forms and verifications included in the Application for Housing Assistance, Certification Interview Packet and supporting documents.

STEPS:

*****During the review process all interactions and collateral information must be documented in the memo section of each applicant's record and HTH is to updated throughout the eligibility screening process.*****

- Verify the household members demographics and ensure that Voyager record is reflective of such (i.e., legal name; birth dates; social security number; gender; race/ethnicity; disability status; and relation (adult/minor));
- Verify that signatures and dates are on all necessary forms for all adult household members;
- Confirm that government issued ID (or acceptable verification) proof of birth and social security numbers (or acceptable verification) are legible and part of the submission;
- Generating background screening reports and sex offender registry for all adult members;
- Performing verification of household income via up-front verification sources;
- Review the verification of income document(s) that is provided in the submitted packet;
- Generate income calculation worksheet; and
- Ensure that income is accurately entered into the record.

IF THE ELIGIBILITY DETERMINATION IS FAVORABLE AND ALL INFORMATION HAS BEEN VERIFIED AND REFLECTIVE IN THE RECORD:

- Create file checklist and forward the file to QC for final review and determination

IF THE ELIGIBILITY DETERMINATION IS UNFAVORABLE DUE TO:

- **Background Screening** – upon notification, immediately forward to supervisor for review and next steps. Supervisor is required to provide guidance to the Eligibility Specialist within **two-business days** of receipt of notification that the background screening was declined.
- **Exceeds 30% AMI Band** – immediately create and forward the ineligible transmittal form to supervisor for review and next steps. Supervisor is required to provide guidance to the Eligibility Specialist within **two-business days** of receipt of the ineligible transmittal form.

Note: If there is an income discrepancy with the verification, LRSP applicants may self-certify the total household's income. HCVP Housing Program Specialist will pull income verification up-fronts 90-days after lease-up to confirm income.

RETURNED FOR QUALITY CONTROL CORRECTION(S):

- Eligibility Specialist **must** check Waitlist Status Report twice daily (morning and afternoon) to address any file(s) that has been returned for corrections.

DATA ENTRY CORRECTIONS

Must be addressed within **one-business day**

INFORMATION NEEDED FROM PROVIDER

Contact provider immediately upon returned file and inform provider that they have a **10-business day** turnaround time or the application will be withdrawn.

Note: Eligibility Specialists **must:** (1) enter a note in Voyager regarding your communication with the provider about the documents needed to complete the eligibility process for the applicant; and (2) attached the email to the applicant's electronic record in Voyager that was sent to the provider communicating what documents are needed to complete the eligibility process.

Note: Using the DCHA referral checklist, DCHA staff will perform assessments required to determine eligibility in accordance with Local Rent Supplement tenant-based regulations (14 DCMR 9505), which mirror Local Rent Supplement sponsor-based regulations (14 DCMR 9508).

Date of Training: _____

Name of Staff Trained: _____ **Signature of Staff Trained:** _____